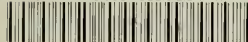


SAN FRANCISCO PUBLIC LIBRARY



3 1223 06447 5214

5/5



San Francisco Public Library

Government Information Center
San Francisco Public Library
100 Larkin Street, 5th Floor
San Francisco, CA 94102

REFERENCE BOOK

Not to be taken from the Library



Digitized by the Internet Archive
in 2012 with funding from
California State Library Califa/LSTA Grant

<http://archive.org/details/classspecificati919602002>

(NEW CLASS)

CLASS TITLE: PUBLIC INFORMATION WORKER, HUMAN RIGHTS COMMISSION

Under direction, assists in the preparation and dissemination of information on Human Rights Commission programs and activities; maintains public information files covering the major fields of Commission operations; assists in the preparation of reports, pamphlets and other materials; and performs related duties as required.

Requires responsibility for: Carrying out and explaining programs and policies of the Human Rights Commission; continuous personal contacts with individuals and representatives of public and private organizations for the purpose of furnishing or obtaining information; accumulating, assembling and preparing material and information for correspondence, reports, records and news releases.

1. Prepares public relations or publicity releases from rough drafts or from directions; types correspondence, public relations memoranda, reports, surveys, speeches, schedules, radio and television spot announcements.

2. Maintains public information files; upgrades and updates materials pertinent to fields of housing, education, employment, community relations and minority communities.

3. Researches and compiles information on human relations data from other cities, counties and states with attention to procedures, policies and programs from other Human Rights Commission, boards and public agencies; clips newspapers and assembles and files material.

4. Assists in preparing of annual reports, pamphlets and other materials for backgrounding staff and Commissioners in particular fields and on particular issues.

5. Assists in arranging for and taking part in special activities.

6. Makes regular contacts with the general public; responds to telephone and mail requests for assistance and information.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of paid work experience in community relations, public relations, journalism or research for publication, preferably involving public contact and some writing of informational material. One year of college may be substituted for one year of experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of the activities and programs of the Human Rights Commission and techniques used in preparing public information material.

Requires skill and ability to: Prepare a variety of data for public consumption; prepare rough drafts of newsletters, public information releases and other material designed to convey information to the general public, to interested individuals and to other agencies; deal courteously, effectively and tactfully with others.

CLASS TITLE: PUBLIC RELATIONS ASSISTANT

CODE: 1310

CHARACTERISTICS OF THE CLASS:

Under general supervision, compiles and disseminates publicity and public information material through press releases, correspondence and memoranda for all departments under the public utilities commission; assembles material for files; assists in the preparation of public information and publicity reports; and performs related duties as required.

Requires responsibility for: following established procedures, policy and methods in the dissemination or transmittal of publicity and public information materials; making regular contacts with the general public, persons in other departments, outside organizations and representatives for the purpose of furnishing or obtaining a large variety of publicity and public relations information, explaining services and activities of the public relations bureau and maintaining good public relations for the public utilities commission; gathering, preparing and maintaining a variety of public information and publicity records and reports.

EXAMPLES OF DUTIES:

1. Prepares public relations or publicity releases from rough drafts or from directions of the supervisor; types correspondence, press releases, memoranda, reports, surveys, speeches, schedules, petitions, resolutions, radio and television spot announcements.
2. Clips newspaper items; assembles and files clippings of interest to the public relations bureau.
3. Files correspondence, memoranda and other written material by subject matter; mails pamphlets, booklets and other material to interested parties.
4. Indexes matters pertaining to utility activities appearing on board of supervisors calendar and distributes them to other members of the staff.
5. Assists in the preparation of annual reports, pamphlets and other reports pertinent to utility activities by compiling, gathering, typing, proofreading and transmitting instructions as to make-up.
6. Assists in arranging for and taking part in special activities such as retirement ceremonies, contests, parades, conferences; compiles expenses having to do with special trips for public relations bureau.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by at least one year of experience performing general office or secretarial duties in the publications or public relations field; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some working knowledge of the techniques used in preparing and disseminating publicity and public information material; the use of a variety of public relations media and sources.

CLASS TITLE: PUBLIC RELATIONS ASSISTANT (continued)

CODE: 1310

Requires typing skill and ability to deal courteously, effectively and tactfully with the general public and outside organizations and groups.

PROMOTIVE LINES:

To: Public Information Officer

From: Original entrance examination

(AMENDS SPECIFICATION)

CLASS TITLE: PUBLIC INFORMATION OFFICER

CODE: 1312

CHARACTERISTICS OF THE CLASS:

Under direction, administers a public information program for a large department to educate the general public in the uses and availability of department's facilities and activities; prepares administrative and research studies as a basis for formulation of public information policy and makes recommendations thereon; attends meetings and conferences; may supervise the design and production of publicity for departmental activities; and performs related duties as required.

Requires responsibility for: Carrying out, interpreting and coordinating existing policy, methods and procedures relating to publicizing of the department's facilities and in assisting in originating and developing them; making regular contacts with the general public, outside organizations and representatives for the purpose of furnishing or obtaining information or explaining policy and procedures relative to facilities and activities available for public use; accumulating, assembling and preparing data or information for important reports.

EXAMPLES OF DUTIES:

1. Arranges publicity releases and newspaper coverage of department's events, programs and activities with the daily press, television stations and the department's photographer; prepares weekly chronological lists of departmental activities and transmits to all publicity outlets; supervises the preparation of regular and special departmental publications.
2. Supervises the review of newspapers and maintains a file of press clippings regarding department's activities; prepares departmental directories and maintains publicity mailing lists and other specialized mailing lists.
3. Prepares administrative studies and reports with supporting data for the department head or for the Commission, as directed, and does considerable historical research in connection with preparation of reports on activities and events in answering of many inquiries; edits publicity material submitted by departmental staff members; assists in the preparation of the annual report.
4. Attends meetings of the Commission, Executive Staff and conferences with professional societies; reports to the department head regarding the discussions involved at each meeting or conference.
5. Formulates and develops a program of public information and education on the use of the department's facilities by selecting, preparing and distributing publicity releases through all available media; arranges information news releases and performs liaison duties in securing speakers to promote departmental programs and projects, such as a bond issue ballot measure.
6. Consults with the department head, division chiefs, auxiliary organizations and others regarding immediate and long-range publicity and public information plans and public service programs; may serve as a member of an Administrative Council composed of chiefs of major divisions which advises the appointing officer in the formulation and implementation of policy and programs.
7. May supervise the design and production of art work for exhibits, special events, programs, posters, brochures, and signs; maintains overall design control in the initiation and development of projects.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, preferably with major course work in journalism.

Requires at least three years of experience in editorial, newspaper, publicity work, advertising or similar work involving collection and dissemination of news and

CLASS TITLE: PUBLIC INFORMATION OFFICER

CODE: 1312

MINIMUM QUALIFICATIONS: (contd)

information wherein the preparation or direction of informational material for mass media on the development of public information program was a major part of the position; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: Activities and programs of department served; principles and techniques used in the conduct of an effective public information and publicity program for a large department or agency.

Requires some creative ability, skill, resourcefulness and discriminating judgment in the analyses of public information problems and selection of the proper medium for the most effective coverage of functions and activities of the department; deal courteously, effectively and tactfully with others; write effectively for publication; speak effectively in public; prepare complete, accurate, concise public relations data and materials.

PROMOTIVE LINES:

To : 1312 Public Relations Officer

From: 1320 Publicity Representative (deYoung Museum)

AMENDED: 10/28/68

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PUBLIC RELATIONS OFFICER

CODE: 1314

CHARACTERISTICS OF THE CLASS:

Under general direction, develops, organizes, directs and evaluates a comprehensive program to inform the public of the activities and objectives of a city department of a major division of the Community College District; consults with and advises top management on the public relations implications of the department's of the District's activities; and performs related duties as required.

Requires responsibility for: Developing, carrying out and interpreting policy, methods and procedures relating to the conduct of a complete public relations program for a large department or the College District; making continuing personal contacts with faculty, school administrators, staff members, department heads, representatives of newspapers, radio, television, other mass communications and specialized media and trade groups for the purpose of establishing and maintaining an effective public relations program.

DISTINGUISHING FEATURES:

A Public Relations Officer is distinguished from a Public Information Officer by the scope and purpose of the public relations program and the extent of responsibility delegated to him or her. An employee in this class is primarily concerned with promoting the product or service offered by the activity they represent, rather than only disseminating information.

A Public Relations Officer is delegated full responsibility for all aspects of the public relations activities of a department or major division of the College District. The programs they are responsible for affect a large segment of the general public (e.g., utility users) or a specialized group who directly benefit from the services provided (e.g., adult education, college programs).

EXAMPLES OF DUTIES:

1. Analyzes the extent of public understanding and acceptance of the department or District program and determines the need for further public education; conducts an aggressive promotional program to increase acceptance of the product or service.
2. Keeps the staff, public, prospective users of services, interested organizations and trade groups informed of the department or District activities by conducting staff meetings, contacting individuals and groups and issuing information to the press, radio, television, magazines, trade publications and other communication media; responds to questions and requests from these various sources.
3. Addresses civic, faculty, service, student and trade groups to explain the activities and services of the department or District.
4. Meets with faculty and management individually and at staff meetings to advise of public relations implications on proposed actions.
5. Consults with District administration and faculty in the development of internal information publications to keep personnel informed of activities.
6. Investigates complaints directed at the department's operation; recommends corrective action to preclude further adverse action or opinion; may prepare replies to such complaints.
7. Arranges for tours and orientation sessions for the media, visiting dignitaries, trade representatives, school personnel, administrators and faculty, student groups and the general public.
8. Prepares or assists in the preparation of periodic reports; maintains a current file of publicity and work-related information, media contacts and other records essential to an effective public relations program.

CLASS TITLE: PUBLIC RELATIONS OFFICER

CODE: 1314

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from a four-year college or university with a degree in journalism or a closely related field.

Requires at least four years' public relations experience, including at least one year's experience in planning and conducting a public relations program; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: Activities, programs, objectives, operating policies and procedures of the College District or the department served; principles and techniques used in the conduct of an effective public relations program.

Requires creative ability, skill, resourcefulness and discriminating judgment in the analysis and solution of difficult and technical public relations problems.

Requires ability to: Get along well with others; speak effectively in public; prepare complete, accurate, concise public relations data; select the proper medium for the most effective news coverage.

PROMOTIVE LINES: To be determined

Amended: 7/15/74

SAN FRANCISCO CIVIL SERVICE COMMISSION
(AMENDS SPECIFICATION)

CLASS TITLE: PUBLICITY REPRESENTATIVE (DE YOUNG MUSEUM)

CODE: 1320

CHARACTERISTICS OF THE CLASS:

Under direction, gathers information and prepares and disseminates news and special interest releases concerning museum activities; establishes and maintains an effective liaison between the museum and the various media of public communication; supervises museum publications; supervises the administrative, non-technical work of the museum print shop; assists in the negotiation of fees for the reproduction of museum objects; and performs related duties as required.

Requires responsibility for carrying out, developing and coordinating the museum's publicity program. Nature of work involves regular contact with representatives of newspapers, radio and television stations; requires independent responsibility for the maintenance of up-to-date publicity files and records.

EXAMPLES OF DUTIES:

1. Confers with the Director and his staff and writes news releases covering the museum's loan exhibitions, one-man and group shows and traveling exhibitions of paintings, decorative arts and oriental art, new acquisitions, lectures, art-in-action demonstrations, art classes and new appointments to the staff or Board of Trustees.
2. Alerts, by letter or phone call, the different newspaper departments (city desk, social pages, women's page, columnists, book reviews, Sunday Section, as well as Art Section) when copy angles present themselves and prepares such copy to meet their needs, as requested; prepares correspondence in response to inquiries.
3. Alerts by letter, all art, craft or special interest publications when announcements lend themselves to coverage by such publications; writes special news and feature stories for the home-town papers of exhibiting artists; writes public service announcements for radio and television use and supplies effective visual materials for television releases.
4. Provides administrative, non-technical, supervision of the work of the Museum Printer; prepares posters and other special materials for display in private and public buildings; compiles "wall histories" explaining to the visiting public the exhibitions on view; compiles the museum's staff magazine; may assist in the design of museum publications.
5. Attends museum functions to assist photographers and the working press to cover such events more effectively; may occasionally supervise the Museum Photographer in making publicity photos; organizes press conferences as required.
6. Maintains an up-to-date publicity file and mailing list to select and coordinate publicity media for an effective and complete coverage of museum activities; supervises the preparation and dissemination of museum mailings.
7. Compiles and edits the Annual Report to the Mayor; as assigned, writes introductions to museum and art catalogs.
8. Assists the Director in the negotiation of fees for the commercial reproduction rights to museum owned objects and issues permits for same; issues permits for photography in the museum.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree with major course work in journalism.

Requires two years of experience in the preparation and distribution of publicity through the means of press, radio, television, or an equivalent combination

CLASS TITLE: PUBLICITY REPRESENTATIVE (DE YOUNG MUSEUM)

CODE: 1320

MINIMUM QUALIFICATIONS: (contd)

of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: The principles of conducting an effective publicity program; public information channels and methods of distributing news through these channels; the principles and techniques of writing news releases, feature articles and television and radio spot announcements; works of art and art exhibitions.

Requires ability to: Write effectively; maintain effective service under the pressure of seasonal work peaks; foresee and meet necessary deadlines in planning and arranging publicity programs; establish and maintain harmonious and effective working relationships with representatives of the various media of public communication.

Requires skill in the application of professional journalistic methods and procedures.

PROMOTIVE LINES:

To : 1312 Public Information Officer

From: Original entrance examination

AMENDED: October 7, 1968

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONSUMER RELATIONS REPRESENTATIVE

CODE: 1330

CHARACTERISTICS OF THE CLASS:

Under direction, performs various duties in the consumer relations unit of the water department commercial division concerned principally with the processing of numerous complaints and requests for improvement of water services and adjustments of consumer accounts, and performs related duties as required.

Requires responsibility for: carrying out and explaining existing rules, regulations, rate schedules, operating methods and procedures regarding consumer water services; achieving minor economies and/or preventing minor losses through the skillful handling of various complaints and requests and the judicious adjustment of consumer accounts; making regular contacts with the general public, consumers, consumer representatives and employees in other departments, in furnishing or obtaining information or explaining specialized matters and procedures; preparing and maintaining operating, financial and technical information relating to consumer water services. Nature of work requires normal physical effort and manual dexterity involving very little or no health and accident hazards or exposure to disagreeable elements.

EXAMPLES OF DUTIES:

1. Discusses specific matters with individual consumers or their representatives by telephone, over-the-counter or by mail, including all matters pertaining to high bills, average bills, estimated bills, low bills, and other problems; explains reasons or circumstances for such billings and gives details of inspection made and conclusions arrived at; initiates any subsequent actions required.
2. Prepares field inspectors' instructions as to nature of problem, inspections to be made at premises and any other pertinent information to assist in investigations.
3. Prepares replies to consumers in conjunction with inspectors' reports of findings; subsequently reviews field book entries to correct discrepancies and issue corrected bills; prepares required transfer vouchers to correct consumer accounts.
4. Encourages repairs of defective plumbing and fixtures by consumers in order to assure that excessive water bills will not continue and grants allowances if such repairs are promptly completed; prepares such allowances for compliance and initiates necessary adjustments in meter-read field books and consumer accounts to reflect adjustments made.
5. Enters turn-on orders for new consumers on appropriate individual accounts records and in respective meter-read field books in preparation for subsequent reading and billing.
6. Performs a number of related clerical duties such as: entering pertinent complaint, leak, and repair in field books; filing complaint, leak, and repair reports; preparing office bills for consumers calling at public counter; posting information to consumer master cards, and other miscellaneous tasks.

CLASS TITLE: CONSUMER RELATIONS REPRESENTATIVE
(continued)

CODE: 1330

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, including or supplemented by commercial or business courses.

Requires at least six years of experience in various water department clerical, inspectional and business operations; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: water department rules, regulations and rates; the water distribution system; various types of consumer services and related meter reading and billing procedures.

Requires skill and ability to deal in a friendly and cooperative manner with individual consumers, frequently in regard to complaints of services or requests for billing adjustments.

PROMOTIVE LINES:

To: Consumer Relations Supervisor

From: Water Services Clerk

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONSUMER RELATIONS SUPERVISOR

CODE: 1332

CHARACTERISTICS OF THE CLASS:

Under general direction, exercises responsible charge of the activities dealing with consumer relations, complaints, services and billing adjustments, requiring a thorough knowledge of the water department's field, operational and office procedures; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing department rules, regulations, rate schedules, and related field and office procedures; achieving moderate economies and/or preventing moderate losses through enforcement of the application of existing rules, regulations and provisions regarding consumer services, billings, and adjustments; making contacts with the general public, other departments, consumers and consumer representatives for the purpose of furnishing or obtaining specific information on water services and billings; gathering, checking, reviewing and approving detailed operational and financial data, forms and reports dealing with consumer water services and billing adjustments. Nature of work requires normal physical effort and manual dexterity with very little accident and health hazards or exposure to disagreeable elements.

EXAMPLES OF DUTIES:

1. Exercises responsible charge for the work assignment and supervision of a number of consumer relations representatives and auxiliary and office and field personnel; provides necessary in-service training of employees in accordance with established policies, procedures and methods; observes, checks and reviews individual work performance.
2. Issues orders and special instructions to outside inspectors and servicemen regarding investigations to be made on consumer's premises; evaluates inspection reports; explains findings to consumers by correspondence or telephone; makes allowances and adjusts water bills, when indicated.
3. Advises consumers on various problems connected with water usage, such as when bills are higher than normal, poor water supply, defective quality of water, leakage and seepage, noisy water pipes, excessive pressure, and other similar matters.
4. Explains water department policies, rules and regulations to consumers; is responsible for making changes in procedural methods in dealing with consumers; recommends policies and procedural changes in other sections when investigation indicates such changes could improve consumer relations or departmental operations.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, including or supplemented by commercial or business courses.

Requires at least eight years of experience in various water department clerical, inspectional and business operations, or an equivalent combination of training and experience.

CLASS TITLE: CONSUMER RELATIONS SUPERVISOR
(continued)

CODE: 1332

Knowledge, Abilities and Skills: Requires a thorough knowledge of: water department rules, regulations and rates; the water distribution system; various types of consumer services and related meter reading and billing procedures.

Requires skill and ability to: deal in a friendly and cooperative manner with individual consumers, frequently in regard to complaints of services or requests for billing adjustment; organize and direct the work of a number of subordinates performing similar duties.

PROMOTIVE LINES:

To: Commercial Division Assistant Manager

From: Consumer Relations Representative

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: ASSISTANT TO THE GENERAL MANAGER (PUBLIC SERVICE)
RECREATION AND PARK DEPARTMENT

CODE: 1336

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, acts as a principal staff assistant to the General Manager in directing the public relations program for the Recreation and Park Department; may exercise supervision over other public relations personnel, including community volunteer groups engaged in the preparation and dissemination of public information material and in promoting the uses of recreational facilities; maintains liaison with community groups and organizations relative to recreational programs and activities; and performs related duties as required.

Requires responsibility for developing, interpreting and coordinating all policies, procedures and regulations covering the administration of a public relations program for the Recreation and Park Department; making continual important contacts with organizations and groups in establishing and maintaining good public relations by discussing, explaining and interpreting policies, rules, regulations and procedures; the preparation and dissemination of important public information records and reports.

DISTINGUISHING FEATURES:

This position functions as a staff assistant to the department head and/or the Recreation and Park Commission. The occupant of this position represents the department in dealing with a large variety of neighborhood and community groups in publicizing and promoting the many different programs and services provided by the Recreation and Park Department. This responsibility is not limited to handling complaints and public information, but will have a major responsibility for coordinating the activities of volunteer groups and neighborhood organizations to utilize these community resources to promote the Recreation and Park Department programs, services and activities.

EXAMPLES OF DUTIES:

1. Directs and coordinates the public information, community relations and public relations programs for the Recreation and Park Department; advises the General Manager and division heads on public relations matters, including items of a public service nature.
2. Prepares, supervises and edits informational pamphlets and promotional material and secures cooperation of proper media for distribution; supervises and arranges for art work and copy for publication purposes.
3. Supervises the preparation of all exhibits and special events; prepares or supervises the preparation of public information; assists news media in providing coverage of Recreation and Park Department programs and activities.
4. Assists the General Manager and division heads in preparing presentations to public and private agencies and officials; organizes and conducts inspection tours of various facilities by news media and other interested groups.
5. Investigates complaints and recommends corrective measures or solutions to management; handles follow-up correspondence and reports and general information requests.
6. Maintains continuous contact with community groups and organizations through meetings and conferences; advises them of department facilities, programs and plans and determines needs and desires and solicits support for such activities.
7. Speaks on departmental plans and programs before various civic, public services and community groups; represents the General Manager and the department in contacts with the news media; arranges for such activities as dedications, tours

CLASS TITLE: ASSISTANT TO THE GENERAL MANAGER (PUBLIC SERVICE)
RECREATION AND PARK DEPARTMENT

CODE: 1336

EXAMPLES OF DUTIES: (contd)

and special promotional events.

8. Represents the General Manager and/or Recreation and Park Commission at meetings with governmental, official, legislative bodies, representatives of business organizations and community service groups as well as the general public in explaining policies, procedures and regulations relating to the Recreation and Park Department public information and public relations programs.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university, with a baccalaureate degree, with major course work in journalism or a closely related field.

Requires at least five years of experience in newspaper or public relations work, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of the principles and techniques of the public relations field; considerable knowledge of administrative methods and procedures; the policies, procedures and operations of the various units of the Recreation and Park Department.

Requires creative ability, skill, resourcefulness and discriminating judgment in the preparation, analysis and solution of complicated public relations programs and problems.

Requires considerable ability to deal effectively and tactfully with outside organizations, groups and the general public; speak effectively in public; establish and maintain good public relations.

ADOPTED: 12/8/69

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT TO THE GENERAL MANAGER,
PUBLIC UTILITIES COMMISSION (PUBLIC RELATIONS) CODE: 1340

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, acts as a principal assistant to the General Manager in administering the publicity and public relations program for all departments under the jurisdiction of the Public Utilities Commission; exercises general supervision and direction over a group of public relations officers and clerical assistants engaged in the preparation and dissemination of publicity and public relations material; as assigned, makes special studies on administrative problems and prepares reports thereon; and performs related duties as required.

Requires responsibility for: originating, developing, interpreting, co-ordinating, and executing all policies, procedures and regulations covering the administration of a public relations program and special administrative problems for the Public Utilities Commission; dealing with many people of considerable rank, organizations and groups in establishing and maintaining good public relations by discussing, explaining and interpreting policies, rules, regulations and procedures; supervising the compilation and dissemination of important and specialized public information and publicity records and reports in connection with the administration of a public relations program.

EXAMPLES OF DUTIES:

1. Directs and co-ordinates the public information and publicity program for the departments, bureaus and services of the Public Utilities Commission.

2. Advises the Public Utilities Commission, the manager of utilities and department and bureau heads on public relations matters, including items of a public service nature, for inclusion in departmental budget estimates.

3. Represents the Commission, Manager of Utilities and department heads in dealing with communications media, such as press, television and radio, in San Francisco and neighboring counties which are affected by the operation of the utilities departments.

4. Directs and co-ordinates the customer relations and public information program involving answers to complaints and inquiries as to services and other pertinent matters.

5. Supervises the preparation of information on publications, including the annual report of the Public Utilities Commission and such other reports and data as may be required for the information on the general public.

6. Supervises the preparation of all exhibits and special events; prepares or supervises the preparation of press releases; assists the press with news and feature coverage of utilities; explains utility policy and operations to representatives of outside organizations and groups.

7. Assists the Manager of Utilities, the president and department heads in preparing presentations to public and private agencies and officials; arranges conferences for the commission with publishers and editors, county and municipal officials, and representatives of electric and water utility districts; organizes and conducts inspection tours of the various utilities by the press, grand jury and other interested groups.

8. As assigned, makes special studies on administrative problems dealing with improved communications, customer relations, office work methods and procedures and prepares reports thereon.

CLASS TITLE: ASSISTANT TO THE GENERAL MANAGER,
PUBLIC UTILITIES COMMISSION (PUBLIC RELATIONS)
(Continued)

CODE: 1340

9. Advises the Manager of Utilities on matters affecting employee relations and, in this connection, supervises a program which includes employee publications, the Muni Man of the Month, retirement ceremonies and other employee relations matters.

10. Represents the General Manager and/or Public Utilities Commission, as directed, at meetings with governmental officials, legislative bodies, representatives of business organizations and community service groups, as well as the general public in furnishing and exchanging information, explaining policies, procedures and regulations relating to the Public Utilities Commission.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university, with a baccalaureate degree, with major course work in journalism or a closely related field.

Requires at least six years of experience in newspaper or public relations work, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: the principles and techniques of the public relations field; the policies, procedures and operations of the departments under the Public Utilities Commission; considerable knowledge of administrative principals and techniques.

Requires creative ability, skill, resourcefulness and discriminating judgment in the preparation, analysis and solution of complicated public relations and publicity programs and problems.

Requires a pleasing personality and ability to: deal courteously, effectively and tactfully with various outside organizations, groups, and the general public; speak effectively in public; establish and maintain good public relations.

PROMOTIVE LINES:

To: No normal lines of promotion - position exempt from examination.

AMENDED: 2/16/67

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PUBLIC SERVICE ASSISTANT

CODE: 1341

CHARACTERISTICS OF THE CLASS:

Under general supervision, provides information in person and over the telephone to visitors, to San Francisco City and County governmental facilities; arranges and conducts tours of City Hall, International Airport and other municipal facilities; performs a variety of simple typing tasks; sells postcards; gives information regarding complaint procedures; and performs related duties as required.

DISTINGUISHING FEATURES:

The Public Service Assistant frequently is the first city employee an inquiring citizen will meet. Thus, a courteous, efficient and tactful manner is necessary for this employee to create an affirmative impression with the citizen. Poise and good speaking ability are other personal qualities basic to this position.

EXAMPLES OF DUTIES:

1. When assigned to the City Hall information booth, gives information to the general public concerning the location, functions, services and activities of the San Francisco City and County government; when assigned to International Airport, describes the functions, operations and public services available at a major airline terminal. Responds to telephone and written inquiries, giving requested information on referring callers to the appropriate person, department or agency; gives out informational literature, brochures and maps; provides information on public and commercial transportation and tour services; may maintain a visitor informational bulletin board.
2. Advertises, schedules and conducts tours of municipal facilities for groups and organizations, including school classes; cooperates with school teachers regarding scheduling requests; enlists the assistance of various City departments to provide more technical and detailed information when required.
3. May sell postcards and related material; in this connection, receives and accounts for small sums of money; keeps simple records and reorders stock when required.
4. Assists office staff and volunteers at civic and social functions, including making arrangements for visiting dignitaries, the press and governmental officials; may prepare handwritten invitations, maintains names on annual lists; receives acknowledgments from invited guests.
5. May assist in the preparation of annual reports, pamphlets and other reports by compiling, gathering, proofreading and transmitting instructions as to makeup and layout. May perform a variety of simple typing tasks, including proclamations, greetings, letters, forms, memoranda, lists and indexes; compiles routine visitor records and statistics; makes or puts together informational exhibits or displays.
6. May initially receive certain complaints regarding City and County services and functions in cooperation with the affected department or bureau; issues forms and gives simple instructions therefore; explains procedures regarding the review of complaints; refers inquiries regarding complaints to the appropriate department, bureau or section.
7. When assigned to the International Airport facility, may also assist and advise passengers and the general public on making arrangements for ground transportation services.

CLASS TITLE: PUBLIC SERVICE ASSISTANT

CODE: 1341

MINIMUM QUALIFICATIONS:

Training and Experience: Requires either completion of high school, plus at least two years of experience in positions involving public contact and giving information; or completion of two years of college; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: the activities, organizations, functions and programs of San Francisco City and County government; methods used in compiling and disseminating publicity and public information; the use of a variety of public relations media and sources.

Requires ability to: Deal courteously, effectively and tactfully with the general public and various organizations and groups; speak effectively before groups.

May require some skill in typing.

ADOPTED: 9-21-70

AMENDED: 12-2-74

CLASS TITLE: PUBLIC SERVICE ASSISTANT DIRECTOR,
MAYOR'S OFFICE

CODE: 1342

CHARACTERISTICS OF THE CLASS:

Under general direction, assists in the planning and implementation of public relations programs and activities in the mayor's office in connection with public education and information pertaining to services and functions provided by the city government; assists in coordinating the activities of various groups responsible for arranging civic events and celebrations; and performs related duties as required.

Requires responsibility for: providing a wide range of information to the general public on the internal operations of a city government; making regular contacts with persons at all levels in the city government, outside agencies and organizations and the general public; preparing, checking and reviewing a variety of printed matter on public information and public relations activities.

EXAMPLES OF DUTIES:

1. Assists in organizing civic, fraternal, business and other committees in connection with arranging a wide variety of civic events and celebrations; confers with representatives of such committees relative to city participation; meets with and represents the mayor's office on activities of various civic groups on such matters as community needs, ideas and problems; receives and answers requests for information and advice on municipal government and civic affairs.
2. Receives and processes various complaints.
3. Assists in planning receptions for visiting dignitaries.
4. Prepares and edits a variety of printed material related to public information and service matters.
5. May serve as the mayor's representative at meetings and conferences.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in journalism, public relations or closely related fields.

Requires at least four years of progressively responsible experience in public relations work, including research, compilation and dissemination of public information; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires general knowledge of: the internal operations of the municipal government; civic affairs and the organizations supporting or responsible for such affairs; the various services available to the community; the methods and techniques of disseminating information to the public and the facilities and media available.

CLASS TITLE: PUBLIC SERVICE ASSISTANT DIRECTOR,
MAYOR'S OFFICE (continued)

CODE: 1342

Requires considerable ability to: plan and organize informational programs, receptions and various civic affairs and coordinate the activities of others participating in such events; speak effectively before various groups and organizations; compile, edit and analyze informational material; interpret rules, policies and laws; present ideas and information interestingly and clearly in written and oral form; create and maintain harmonious working relations with city departments, outside organizations and the general public.

Requires considerable skill in the application of techniques and methods of gathering and disseminating information and the use of the various media involved.

PROMOTIVE LINES:

To: Public Service Director, Mayor's Office

From: Original Entrance Examination
Public Information Officer

CLASS TITLE: PUBLIC SERVICE DIRECTOR, MAYOR'S OFFICE

CODE: 1344

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, directs the planning and implementation of public relations programs and activities in the mayor's office in connection with public education and information pertaining to the services and functions provided by the city government; coordinates the activities of various interested groups responsible for arranging civic events and celebrations; and performs related duties as required.

Requires considerable responsibility for: interpreting and explaining the operations of the city government and providing information on a wide range of city affairs; making regular contacts with persons at all levels in city departments, outside agencies and organizations and the general public; supervising and participating in the preparation of a wide range of public information material, reports and publications.

EXAMPLES OF DUTIES:

1. Plans, directs and participates in the organization of civic, fraternal, counselor, and various business groups in connection with organizing a wide variety of civic affairs and social events.
2. Serves as the mayor's representative at public hearings, meetings, conferences and receptions of distinguished visitors.
3. Plans and arranges a variety of special events of a civic nature, including luncheons, dinners and receptions.
4. Appears before various civic and public interest groups to speak on city participation in civic events and on internal operations, functions and services provided by the various city departments.
5. Receives, examines and investigates a wide variety of complaints and suggestions submitted to the mayor's office; prepares and directs the preparation of correspondence and reports relative to such complaints.
6. Prepares and directs the preparation of a wide variety of press releases, newspaper articles and information through the media of radio and television.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in journalism, public relations or a closely related field.

Requires six years of progressively responsible experience in public relations work, including two years in a supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good general knowledge of: the organization and internal functions of the city government in its various departments and agencies; the different community services provided by private and civic organizations; the methods, techniques and facilities used in the dissemination of information to the public.

CLASS TITLE: PUBLIC SERVICE DIRECTOR,
MAYOR'S OFFICE (continued)

CODE: 1344

Requires unusual ability to: stimulate public interest and cooperation in connection with the development and programing of civic events; speak effectively before various public interest groups; edit and analyze public informational material; analyze and interpret public opinions and reactions; interpret and explain the policies, laws and regulations which govern the activities of the various city departments; apply the techniques, methods, facilities and media used in the dissemination of public information.

PROMOTIVE LINES:

To: Public Relations Bureau Director

From: Assistant Public Service Director, Mayor's Office
Public Relations Officer

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SPECIAL ASSISTANT TO THE BOARD OF EDUCATION

CODE: 1350

CHARACTERISTICS OF THE CLASS:

Under direction serves as a member of the staff of the Board of Education and the Superintendent of Schools in providing a wide range of personal services to the members of the Board and the Superintendent; chauffeurs members and the Superintendent as well as visitors from other school districts and from foreign countries; translates and interprets for foreign visitors lacking fluency in English; escorts guests of the School District providing them with information concerning the City and its educational system.

Requires responsibility for: Following directions and Board policy with respect to driving assignments and meeting guests of the School District; extensive personal contacts with Board members and guests of the School District; maintaining records of maintenance of automotive equipment used.

EXAMPLES OF DUTIES:

1. Serves in a liaison relationship with the Board in meeting foreign visitors; in serving as an interpreter where necessary; and in transporting the foreign visitors as directed.
2. Provides foreign visitors with information concerning San Francisco, including major points of interest, industries, and places of entertainment.
3. Serves as liaison personnel with foreign language organizations and individuals and the Board of Education.
4. Serves as special courier for the Board of Education in securing necessary data; obtaining special documents; and in transporting special data and documents, as directed.
5. Transports members of the Board of Education and the Superintendent of Schools as directed. Assures proper maintenance of automobiles used.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from high school and at least five years of conversational use of two or more foreign languages of the ethnic communities of the city, competence in reading and writing of those languages desirable but not required; must have at least five years experience as a chauffeur.

Knowledge, Ability and Skills: Requires a good knowledge of the Board of Education facilities and their locations.

Requires ability to: establish cordial, harmonious and effective relationships with visitors from outside jurisdictions and foreign countries; establish liaison between such representatives and the Superintendent of Schools and members of the Board of Education; must have tact while serving as public relations representative of the San Francisco Unified School District.

CLASS TITLE: SPECIAL ASSISTANT TO THE BOARD OF EDUCATION

CODE: 1350

Requires skill in affecting understanding with non-English speaking visitors to the Board of Education through the use of multi-lingual skills.

Requires possession of a valid Class Three driver's license.

PROMOTIVE LINES:

FROM: Original Entrance Examination

ADOPTED: December 18, 1972

Documents Dept.
Civic Center - Main Library
San Francisco, CA 94102

CLASS TITLE: VISITOR SERVICE REPRESENTATIVE,
SAN FRANCISCO INTERNATIONAL AIRPORT

CODE: 1360

CHARACTERISTICS OF THE CLASS:

SAN FRANCISCO
PUBLIC LIBRARY

Under general supervision, acts as a representative of the U. S. Travel Service and the San Francisco Airports Commission in providing international air passenger receptionist services in accordance with established policy, operating procedures and methods of those agencies; provides language assistance to minimize communication problems; may supervise work-study employees; and performs related duties as required.

DISTINGUISHING FEATURES:

A Visitor Service Representative is distinguished from other public service classes by the limited and specific services they provide. An employee in this class is primarily responsible for greeting, directing and assisting international visitors arriving at the S.F. International Airport and in supervising college students. This class is also distinguished from other classes in that incumbents represent both the U.S. Government Travel Service and the City and County of San Francisco.

EXAMPLES OF DUTIES:

1. Greet incoming foreign visitors, making preliminary check of forms to ensure that they are in order.
2. Facilitate entry processing by directing visitors to proper areas and lines.
3. Provide foreign visitors with language assistance in clearing entry formalities, making transportation connections and obtaining local transportation and accommodations.
4. Supervise college work-study students, assigning them where they can best serve the needs of visitors, including customs, immigration and passenger arrivals.
5. Schedule and conduct tours of San Francisco International Airport for groups and organizations; describe the functions, operations and public services available at a major airline terminal.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from college, supplemented by at least one year of responsible experience in a visitors' bureau or other organization dealing with visitors.

Knowledge, Abilities and Skills: Requires knowledge of: Local facilities available to visitors, including various modes of transportation, lodging and points of special interest; nature and location of services provided by various airport facilities.

Requires considerable ability to: Deal effectively with visitors from various countries; project the proper image as representative of the U. S. Government and the City and County of San Francisco.

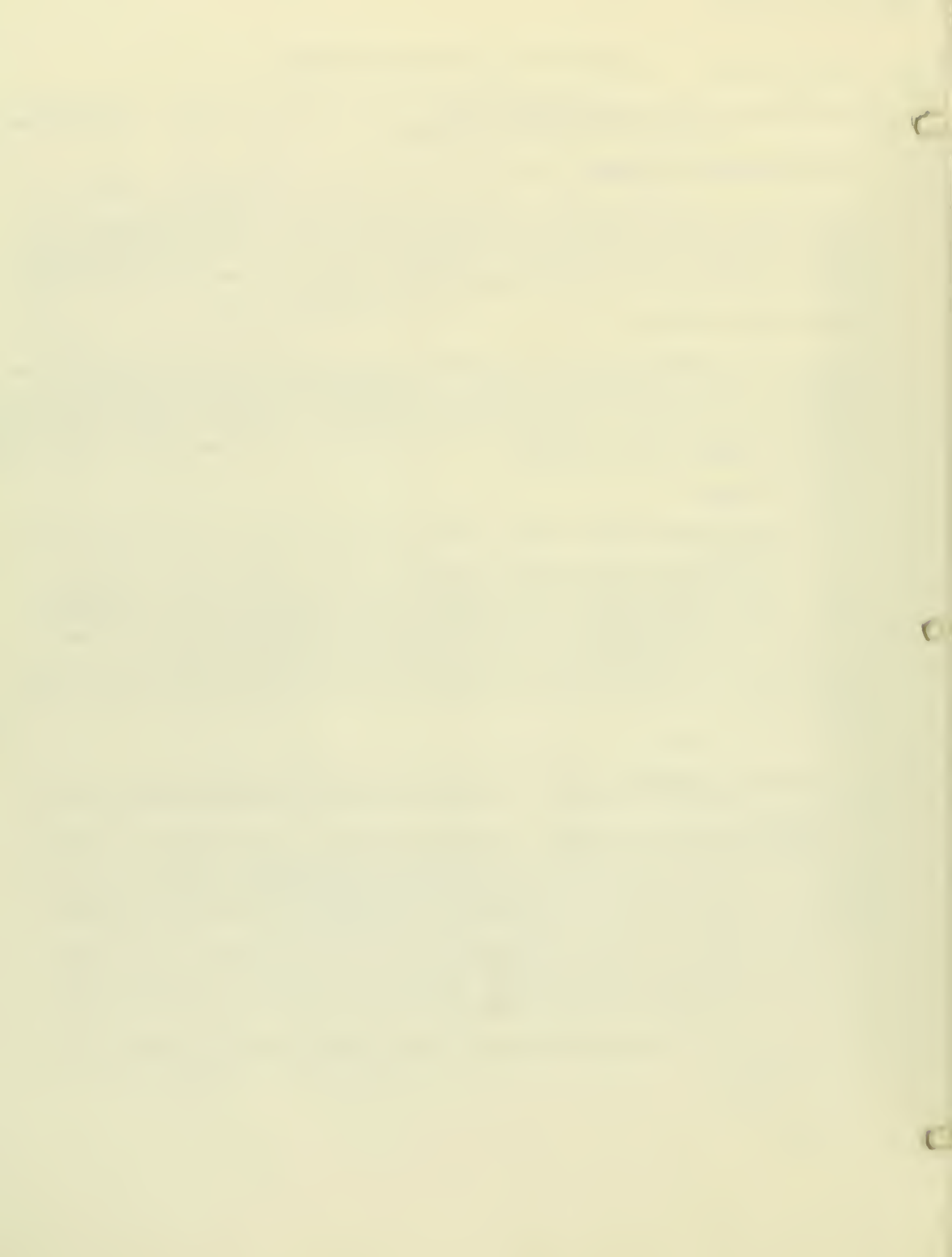
Requires ability to: Write accurate reports; learn the requirements of the Federal Inspection agencies; supervise part-time employees.

Requires exceptional skill, both oral and written, in at least one of the following languages; French, German, Japanese or Spanish.

NOTE: Visitor Service Representatives are required to wear uniforms provided by the U.S. Travel Service.

Adopted: 9/16/74

(NEW CLASS)



(RETITLES AND AMENDS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: STUDENT AIDE
SAN FRANCISCO UNIFIED SCHOOL DISTRICT

CODE: 1400

CHARACTERISTICS OF THE CLASS:

Under direct supervision, assists in performing unskilled work as an aide to the certificated staff of the school district; and performs related duties as required.

Requires responsibility for: Sustained effort and punctuality in performing assigned tasks; observing safety precautions and other work regulations.

EXAMPLES OF DUTIES:

1. Patrols halls, corridors, locker areas, lavatories, and other areas of the building; assists teachers in keeping good order and discipline in the lunch-room and guides visitors to offices or rooms.

2. Assists teachers in the care and supervision of children in child care centers.

3. Receives and checks out texts; maintains related records.

4. Assists in conducting campaigns to reduce neighborhood littering and patrols neighborhood where littering takes place; maintains liaison with residents in school areas.

5. Assists with preparations of scenery and sets up stage equipment as needed; may assist with lighting and sound and serve as usher in school theatrical productions.

6. Checks materials and equipment in and out of school shops and assists the instructor in layout of experiments and demonstrations; assists with shop records and special projects relating to shop cleanup and safety.

7. Assists teachers with books, equipment and supplies; prepares notes as needed for presentations; assists teachers in preparation of charts, graphs, maps, records and reports.

8. Receives instruction in the operation of school telephone and communications system; in a trainee capacity, assists in receipt of telephone calls; and as telephone receptionist.

MINIMUM QUALIFICATIONS:

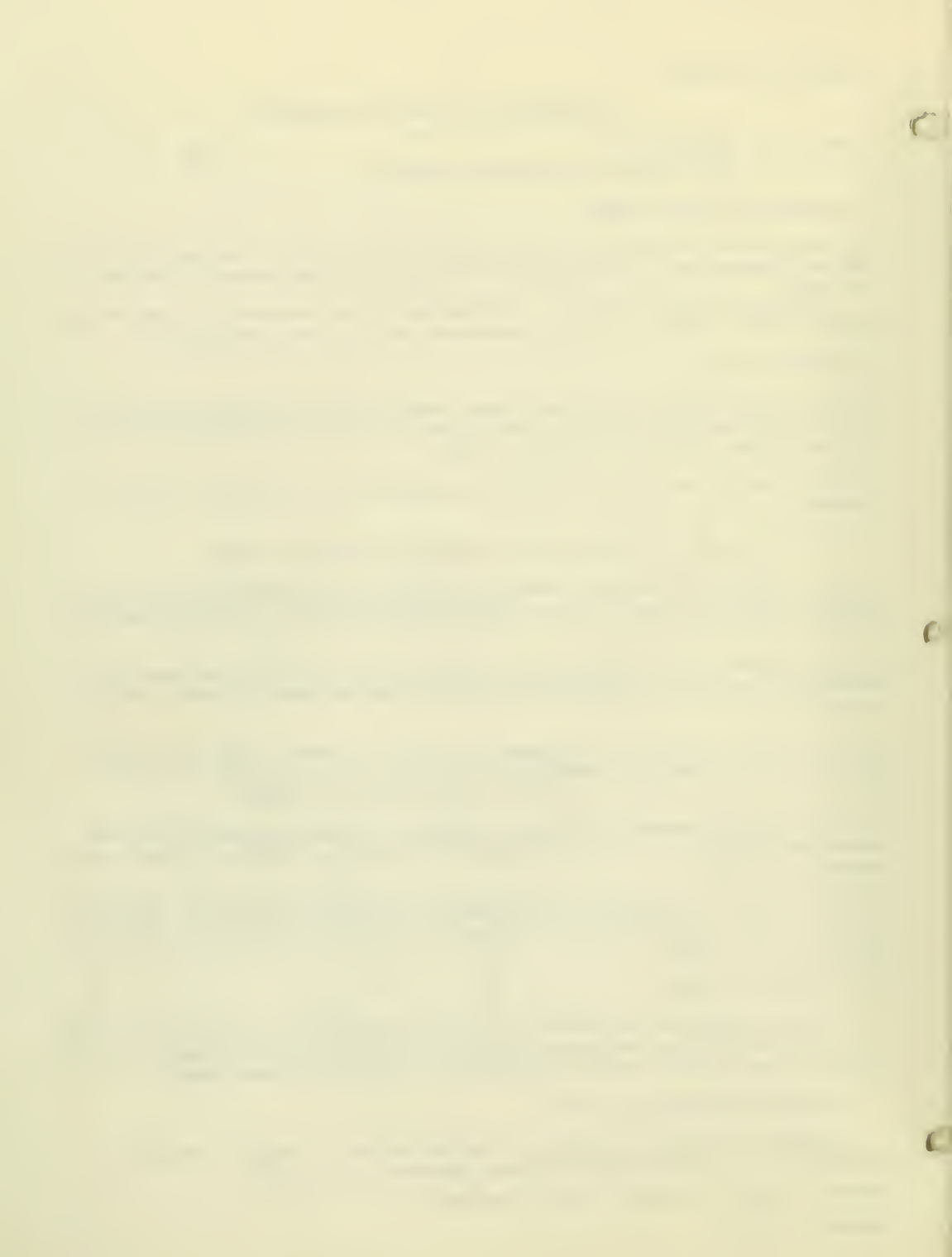
Students appointed to positions in this classification may qualify for employment under special state and federal statutes such as the Economic Opportunity Act or under school district funds not specifically limited to a needs test.

Training and Experience: None

Knowledge, Abilities and Skills: Requires ability to learn to use simple implements or equipment and gain working experience and maturity.

PROMOTIVE LINES: No normal lines of promotion

AMENDED: 9/29/69



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TRAINEE - OFFICE AIDE,
NEIGHBORHOOD YOUTH CORPS

CODE: 1401

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, and as part of a work-training project, performs simple or routine clerical and general office duties, which duties would not otherwise be performed by civil service appointees or eligibles; and performs related duties as required.

Requires limited responsibility for: carrying out simple oral instructions; maintaining simple supplies and files.

EXAMPLES OF DUTIES:

1. Checks various types of simple records for verification of data.
2. Searches active files to remove inactive data for scanning by supervisor prior to transfer to inactive files.
3. Enters data on work and summary sheets.
4. Takes simple inventory of materials, tools and equipment.
5. Assists in the maintenance of supply and file rooms by arranging supplies and files.
6. Assists in the transfer of records as they become obsolete.
7. Assists in shelving and sorting books, reading shelves for correct arrangement, tiering books, magazines, newspapers and other library materials for discard and bindery, mending and covering books.

MINIMUM QUALIFICATIONS:

Persons appointed to positions in this classification must be within the category of those for whom the Economic Opportunity Act or other similar federal or state legislation is intended to benefit.

Training and Experience: None.

Knowledge, Abilities and Skills: Requires some aptitude for learning simple general clerical duties.

Requires ability to: follow oral instructions.

PROMOTIVE LINES:

None.

AMENDED: 2/3/66



**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

JOB CODE TITLE: JUNIOR CLERK

**JOB CODE: 1402
Business Unit: COMMN**

DEFINITION: Under immediate supervision, performs simple clerical, general office work and related duties as required. Essential functions include: maintaining routine office records; indexing and extracting materials; opening, sorting and distributing incoming mail; processing outgoing mail; delivering materials and supplies to various offices; maintaining routine inventory records; checking accuracy of simple computations; processing copying of large volumes of printed materials; operating simple office machines and equipment; entering information into a computer database; answering phones; providing information; and transferring calls.

DISTINGUISHING FEATURES: This is the junior-level position in the Clerk Series and performs simple clerical tasks under immediate supervision. It is distinguished from the 1404 Clerk in that the latter performs general clerical work of ordinary difficulty.

SUPERVISION EXERCISED: None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to 1402 Junior Clerk and are not intended to be an inclusive list.

1. Maintains routine office records by transferring data, calculating totals, compiling summaries, making routine entries and proofreading documents.
2. Indexes, inserts and extracts materials from established numerical or alphabetical files; prepares new file folders in accordance with specific instructions.
3. Opens, time-stamps and sorts mail.
4. Delivers mail, packages, messages, documents, inter-departmental memoranda and other materials and supplies to various offices; delivers mail to post office, registers mail and returns receipt to originating department when requested.
5. Maintains simple inventory records of office supplies and equipment; takes inventories as necessary.
6. Checks accuracy of simple computations; may receive small amounts of money and issue receipts.
7. Processes copying of large volumes of printed material.
8. Operates simple office equipment and machinery, such as photocopiers and fax machines; maintains and cleans equipment.
9. Enters routine information into computer database.
10. May answer phones to obtain or provide routine information to the public, transfer calls, and take messages.
11. Performs related duties as required.

DOCUMENTS DEPT.

OCT 23 2003

SAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: JUNIOR CLERK

JOB CODE: 1402
Business Unit: COMM

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: standard alphabetical, numerical, and chronological filing systems.

Ability to: efficiently and accurately file, retrieve, code and index a wide variety of documents; record information in a neat, legible and accurate manner; follow written directions; make simple computations in addition, subtraction, multiplication and division; effectively communicate and understand simple concepts, policies and procedures both to and from departmental representatives and the general public; proficiently read and review a variety of documents and forms for completeness and accuracy; exercise tact and maintain poise in resolving disputes and differences arising with the public and other personnel; use a personal computer in a network environment to enter and update data and create documents.

EXPERIENCE AND TRAINING GUIDELINES:

1. Six (6) months (1000 hours) of verifiable clerical experience: **OR**
2. Completion of a clerical training program (240 hours); **OR**
3. 15 semester units of coursework from an accredited college or university; **OR**
4. An equivalent combination of training, experience or education.

NOTE: Some positions may require one or more of the following: ability to lift heavy objects up to 70 lbs., a valid driver's license, bilingual skills, working on a seasonal basis, working nights, weekends, and holidays, and a background investigation.

EFFECTIVE DATE: January 12, 1961

FIRST AMENDED DATE: July 23, 1999

SECOND AMENDED DATE: September 29, 2000

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ELECTION CLERK

CODE: 1403

CHARACTERISTICS OF THE CLASS:

Under general supervision, supervises and coordinates the work of clerical employees of the Affidavit and Indexing Bureaus in the Registrar of Voter's office; personally performs difficult, responsible, and specialized clerical work in connection therewith; and performs related duties as required.

Requires responsibility for: interpreting, enforcing and carrying out existing methods and procedures relative to office operations; making regular contacts with other departmental personnel and the general public in connection with office activities; gathering, preparing and maintaining a variety of records, reports, and documents relative to office operations.

EXAMPLES OF DUTIES:

1. Supervises the filing of affidavits of registration.
2. Files affidavits of registration in the precinct books; makes corrections of errors in mapping of affidavits; files duplicate copies of affidavits in exact alphabetical order in vault.
3. Supervises seasonal clerks filling election information envelopes being sent to voters.
4. Assists in supervising the official count of votes following an election.
5. Serves as liaison between the Controller's Electronic Data Processing Section and the Registrar's office; coordinates all Electronic Data Processing applications with respect to voter registration data.
6. Answers inquiries of the general public and other departmental inquiries relative to office activities.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least four years of progressively responsible clerical and office experience, including some supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: requires general knowledge of modern clerical and office methods, practices and procedures and the use of common office machines and equipment; departmental organization and applicable laws, rules and regulations.

Requires ability to: plan, organize and supervise clerical and office activities; deal effectively and courteously with employees and the general public.

Requires skill in the application of modern office methods, techniques and procedures to practical and office problems.

PROMOTIVE LINES:

To : 1408 Principal Clerk

From: 1406 Senior Clerk
1426 Sr. Clerk Typist

ADOPTED: September 18, 1967



**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

JOB CODE TITLE: CLERK

**JOB CODE: 1404
Business Unit: COMMN**

DEFINITION: Under general supervision, performs general clerical work of ordinary difficulty and related duties as required. Essential functions include: alphabetical, numerical and/or chronological filing; examining, sorting, indexing, coding and reviewing documents for completeness and accuracy; performing a variety of mathematical computations; operating various types of office equipment; processing and distributing interoffice and U.S. mail; responsibility for explaining and carrying out existing methods and procedures relative to office operations; making routine contacts with other departmental employees and the general public in connection with office operations; and gathering, preparing and maintaining a wide variety of records and reports of some complexity.

DISTINGUISHING FEATURES: This is the journey-level position in the Clerk series. It is distinguished from the 1406 Senior Clerk in that it has no supervisory responsibilities, and incumbents perform work that is less difficult than that performed by incumbents in the 1406 position.

SUPERVISION EXERCISED: None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to 1404 Clerk and are not intended to be an inclusive list.

1. Files, maintains and retrieves documents, records and correspondence in accordance with established procedures.
2. Codes and indexes documents, records and correspondence. Methods may include color code, terminal digit, numerical, alphabetical and/or chronological order to ensure proper filing and ready access of data.
3. Checks and reviews a variety of documents for completeness and accuracy.
4. Compiles information and data necessary for the preparation of various departmental reports in which judgement may be exercised in the selection of data and materials.
5. Prepares and maintains a variety of reports in which judgement may be exercised in the selection of data and materials.
6. Makes mathematical computations using addition, subtraction, multiplication and division of whole numbers, decimals and fractions.
7. Receives and accounts for moderate amounts of money from the collection of fees and similar sources.

DOCUMENTS DEPT.

OCT 23 2003

SAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: CLERK

JOB CODE: 1404
Business Unit: COMMN

8. Disseminates information and answers inquiries by communicating with the public, departmental personnel and other departments.
9. Operates office equipment, including calculators, photocopying equipment, adding machines, computer terminals, microfiche viewers, fax machines and postage meters.
10. Processes mail: opens, time stamps, sorts and distributes the incoming mail; stuffs and seals envelopes; makes daily pickup and delivery to ensure timely mailing and receipt of mail.
11. Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: standard alphabetical, numerical, and chronological filing systems.

Ability to: efficiently and accurately file, retrieve, code and index a wide variety of documents; record information in a neat, legible and accurate manner; follow written directions; make complex computations in addition, subtraction, multiplication and division; effectively communicate and understand complex concepts, policies and procedures both to and from departmental representatives and the general public; proficiently read and review a variety of documents and forms for completeness and accuracy; exercise tact and maintain poise in resolving disputes and differences arising with the public and other personnel; use a personal computer in a network environment to enter and update data, create documents and use system applications, e-mail, spreadsheets, word-processing and organizer software.

EXPERIENCE AND TRAINING GUIDELINES:

1. One (1) year (2000 hours) of verifiable clerical experience that must have included performing mathematical computations, filing and public contact: **OR**
2. Six (6) months (1000 hours) of verifiable clerical experience as described in #1 and completion of a clerical training program (240 hours); **OR**
3. Six (6) months (1000 hours) of verifiable clerical experience as described in #1 and 15 semester units of coursework from an accredited college or university;

NOTE: Some positions may require one or more of the following: ability to lift heavy objects up to 70 lbs., a valid driver's license, bilingual skills, working on a seasonal basis, working nights, weekends, and holidays, and a background investigation.

EFFECTIVE DATE: January 12, 1961

AMENDED DATE: September 29, 2000

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EQUALIZATION CLERK

CODE: 1405

CHARACTERISTICS OF THE CLASS:

Under supervision, performs general clerical work of routine difficulty in connection with the filing of petitions for equalization of assessments and appeals heard during the assessment season; and performs related duties as required.

Requires responsibility for: explaining and carrying out existing methods and procedures relative to the operations of the Tax Appeal Board; making routine contacts with board members, other departmental employees, and the general public in connection with the equalization of assessment programs; preparation and checking of tax appeals records and reports and maintenance of related files.

EXAMPLES OF DUTIES:

1. Reviews and scans petitions for equalization of assessments; checks assessment rolls and assists petitioners in filing appeal.
2. Processes petitions and schedules assessment appeal hearings.
3. Duplicates and distributes petitions to Assessor, City Attorney, and Tax Appeal Board members.
4. Answers routine questions concerning the filing of petitions for equalization of assessments and appeal procedures.
5. Operates a variety of machines, including duplicating and recording equipment.
6. Compiles information and data necessary for the preparation of various reports.
7. Answers telephone and acts as receptionist.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by one year of progressively responsible and diversified clerical experience, preferably dealing with assessment procedures, property title searching, or the transfer or indexing of property; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: modern clerical and office practices, methods and procedures including the operation of standard office machines and equipment; departmental operations and procedures.

Requires ability to: follow oral and written instructions; make mathematical computations with speed and accuracy; prepare and maintain a variety of records, reports and files; deal effectively and courteously with representatives of the various departments and the general public.

PROMOTIVE LINES:

To: 1407 Senior Equalization Clerk

From: Original Entrance Examination

ADOPTED: 2/16/67

OCT 23 2000

SAN FRANCISCO
PUBLIC LIBRARYCITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SENIOR CLERK

JOB CODE: 1406
Business Unit: COMM

DEFINITION: Under general supervision, performs difficult, responsible and specialized clerical work, may assign clerical and office work to subordinate office personnel and performs related duties as required. Essential functions include: interpreting, enforcing and carrying out existing methods and procedures relative to office operations; making regular contacts with other departmental personnel and providing information; explaining and interpreting existing laws, regulations and administrative policies to the general public in connection with office activities; gathering, preparing and maintaining a wide variety of records, reports and documents relative to office operations; and calculating basic mathematical computations in connection with the preparation of various reports.

DISTINGUISHING FEATURES: This is the senior-level position in the Clerk series. It is distinguished from the 1404 Clerk in that it has supervisory responsibilities, and incumbents perform work that is more difficult than that performed by incumbents in the 1404 position.

SUPERVISION EXERCISED: May supervise subordinate office personnel

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to 1406 Senior Clerk and are not intended to be an inclusive list.

1. Assigns clerical and office work to subordinate personnel.
2. Codes and indexes documents, records and correspondence. Methods may include color code, terminal digit, numerical, alphabetical and/or chronological order to ensure proper filing and ready access of data.
3. Disseminates information and answers inquiries by communicating with the public, departmental personnel and other departments.
4. Explains and interprets existing laws, regulations and administrative policies governing the activities of the assigned office to the general public and other City personnel.
5. Checks and reviews a variety of documents for completeness and accuracy.
6. Files, maintains and retrieves documents, records and correspondence in accordance with established procedures.
7. Compiles information and data necessary for the preparation of various departmental reports in which judgement may be exercised in the selection of data and materials.
8. Prepares and maintains a variety of reports in which judgement may be exercised in the selection of data and materials.
9. Makes mathematical computations using addition, subtraction, multiplication and division of whole numbers, decimals and fractions.
10. Exercises sound judgement and utilizes knowledge of applicable laws, regulations and procedures in solving daily clerical and office problems.

JOB CODE TITLE: SENIOR CLERK**JOB CODE: 1406**
Business Unit: COMMN

11. Receives a variety of telephone and in-person calls and routes such calls and individuals to proper places.
12. Receives and accounts for moderate amounts of money from the collection of fees and similar sources.
13. Operates office equipment, including calculators, photocopying equipment, adding machines, computer terminals, microfiche viewers, fax machines and postage meters.
14. Processes mail: opens, time stamps, sorts and distributes the incoming mail; stuffs and seals envelopes; makes daily pickup and delivery to ensure timely mailing and receipt of mail.
15. Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:**Knowledge of:** standard alphabetical, numerical, and chronological filing systems.

Ability to: organize and make clerical work assignments; review processed work to assure accuracy, neatness and conformance to departmental regulations and policies; interpret laws, regulations and procedures in recommending solutions to problems; efficiently and accurately file, retrieve, code and index a wide variety of documents; record information in a neat, legible and accurate manner; follow written directions; make complex computations in addition, subtraction, multiplication and division; effectively communicate and understand complex concepts, policies and procedures both to and from departmental representatives and the general public; proficiently read and review a variety of documents and forms for completeness and accuracy; exercise tact and maintain poise in resolving disputes and differences arising with the public and other personnel; use a personal computer in a network environment to enter and update data, create documents and use system applications, e-mail, spreadsheets, word-processing and organizer software.

EXPERIENCE AND TRAINING GUIDELINES:

1. Two (2) years (4000 hours) of verifiable clerical experience comparable to job code 1404-Clerk or 1424-Clerk Typist that must have included preparing and maintaining a variety of reports or documents, public contact and performing mathematical computations; **OR**
2. 18 months (3000 hours) of verifiable clerical experience as described in #1 and completion of a clerical training program (240 hours); **OR**
3. 18 months (3000 hours) of verifiable clerical experience as described in #1 and 15 semester units of coursework from an accredited college or university;

NOTE: Some positions may require one or more of the following: ability to lift heavy objects up to 70 lbs., a valid driver's license, bilingual skills, working on a seasonal basis, working nights, weekends, and holidays, and a background investigation.

EFFECTIVE DATE: January 12, 1961**AMENDED DATE:** September 29, 2000

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

CLASS TITLE: SENIOR EQUALIZATION CLERK

CODE: 1407

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs the more difficult, responsible, and specialized clerical work in connection with the filing of petitions for equalization of assessments and appeals heard during the assessment season; may supervise a small group of clerical and office personnel engaged in the work of the Tax Appeals Board; and performs related duties as required.

Requires responsibility for: interpreting, enforcing and carrying out existing methods and procedures relative to the operations of the tax appeals program; making regular contacts with board members, other departmental personnel and the general public in connection with the equalization of assessment programs; preparation and checking of tax appeals records and reports and the maintenance of related files.

EXAMPLES OF DUTIES:

1. Assigns and reviews the clerical work of subordinate office personnel.
2. Provides information to the general public and explains existing laws, regulations and rules governing the activities of the Tax Appeals Board.
3. Interprets regulations and administrative policies to the general public and subordinate personnel.
4. Checks and reviews work processed by subordinate employees to assure accuracy, neatness and conformance to instructions.
5. Supervises the processing of petitions submitted by agencies representing large taxpayer groups.
6. Supervises the preparation of notices informing petitioners of the decisions of the Tax Appeals Board and procedures to follow to obtain a tax refund.
7. Prepares and files permanent records of the decisions of the Tax Appeals Board.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least 3 years of progressively responsible and diversified clerical experience, preferably dealing with assessment procedures, property title searching or the transfer or indexing of property, including some supervisory experience; or an equivalent combination of training and experience.

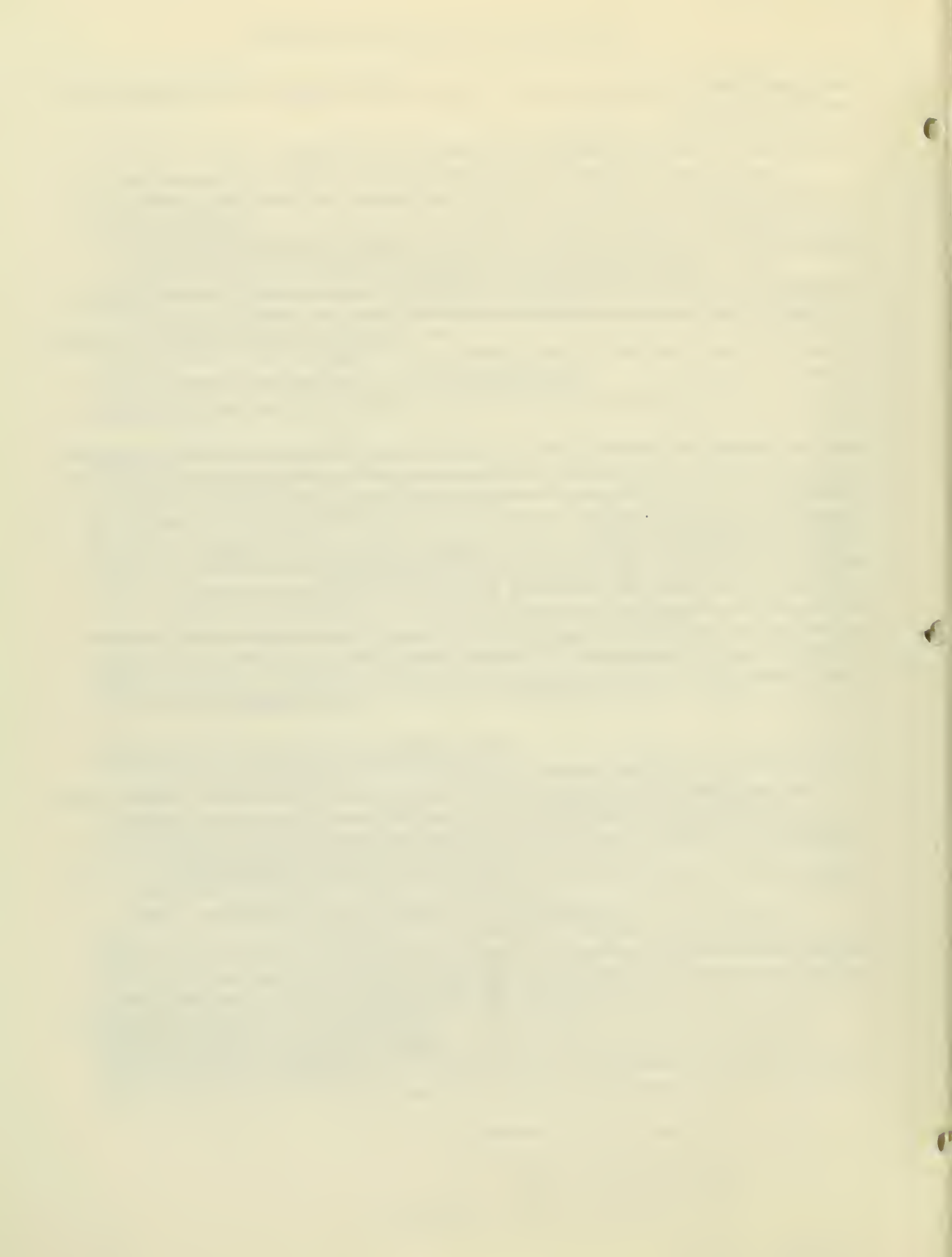
Knowledge, Abilities and Skills: Requires good knowledge of: modern clerical and office methods, practices and procedures and the use of common office machines and equipment; departmental operations and methods.

Requires ability to: plan, organize and review clerical and office activities; make complex mathematical calculations; deal effectively and courteously with representatives of various departments and the general public.

Requires skill in the application of modern office methods, techniques and procedures to practical clerical and office problems.

PROMOTIVE LINES:

- To: No normal lines of promotion
- From: 1405 Equalization Clerk
1425 Equalization Clerk Typist
1445 Equalization Clerk Stenographer



**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

1408 PRINCIPAL CLERK

DEFINITION: Under direction, the incumbent supervises a moderate-sized group of employees engaged in a wide variety of office clerical work; or performs highly responsible and difficult clerical work requiring extensive knowledge of departmental functions, including the dissemination and explanation of important information requiring specialized knowledge of the policies and procedures of a department, as well as the regulations enforced by that department, to the public; and performs related duties as required.

DISTINGUISHING FEATURES: Incumbents in this class serve either as supervisors in the clerical series, overseeing the work of clerks and clerk-typists; or, at the advanced journey level, are responsible for performing highly responsible and difficult clerical work involving extensive knowledge of departmental functions, including serving as a department's primary public contact person to explain important and specialized policies, procedures, and regulations. This classification requires responsibility for interpreting, coordinating and enforcing existing methods and procedures applicable to office operations; for making regular contacts with other city departments, the general public and outside organizations relative to office operations; and for the preparation, maintenance and processing of important and detailed records and reports. Positions in this class are distinguished from those of the Chief Clerk in that the latter supervises a larger unit of clerical staff, performs more independently and/or provides specialized information that is more complex in nature.

SUPERVISION EXERCISED: May supervise a moderate-sized group of employees involved in clerical work.

EXAMPLES OF DUTIES: According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Plans, assigns, supervises and inspects the work of subordinate personnel to assure conformance with existing office methods and procedures and applicable laws and regulations.
2. Supervises and participates in the preparation and maintenance of a wide variety of records and reports, including complicated statistical reports and records.
3. Performs highly important and difficult clerical work involving the exercise of individual judgment and knowledge of applicable laws, regulations and procedures of the department to which assigned.
4. Interprets administrative decisions and policies as they apply to clerical operations to which assigned.
5. Answers inquiries of the general public and other departmental inquiries relative to office activities and assists in resolving a wide variety of problems and complaints.
6. Provides information to the public regarding the specialized policies and procedures of the department to which assigned, as well as the regulations enforced by that department.
7. Interviews members of the public in order to obtain information and screens issues to determine appropriate referrals to professional and technical staff; responds to client issues and deals personally with a well-defined range of problems requiring specialized knowledge of the policies, procedures and regulations of a department.
8. Accesses specialized computer software in order to obtain, update and ensure the accuracy of information regarding specific departmental functions.
9. Supervises the processing and issuing of licenses, permits and similar documents.
10. Reviews and resolves day-to-day problems encountered by subordinate personnel and instructs new personnel on office activities and procedures; fills vacancies; maintains personnel records.
11. May initiate or approve requisitions for supplies and materials necessary to office operations.
12. May be responsible for handling and accounting for cash and revolving funds, including the necessary posting, calculations and related records keeping.
13. May supervise a yard office and yard activities, including handling and control of materials, supplies, tools and equipment; is responsible for timekeeping, cost analysis and other accounting clerical matters.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: modern clerical and office methods, procedures and techniques; departmental organization and methods; specific applicable laws, rules and regulations pertaining to the activities of the department to which assigned.

Ability to: plan, organize and supervise the clerical work of subordinate personnel; interpret, apply and explain policies, procedures and regulations specific to departmental functions; prioritize competing requests for service; deal effectively and courteously with the public; communicate effectively in writing and orally, including eliciting information necessary for performance of assigned duties; establish and maintain effective working relationships with staff, departmental representatives and the public; exercise good judgment in resolving disputes and differences arising with the general public and other personnel. May require ability to use a computer keyboard to access and utilize specialized software.

EXPERIENCE AND TRAINING GUIDELINES: Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying . A typical way to obtain this would be:

Experience: two years of progressively responsible and diversified clerical and office experience, including the preparation and maintenance of a variety of documents, preparation of mathematical computations and public contact work; experience for those positions which will supervise a moderate-sized group of employees should include one year of supervisory experience, or, for positions serving as a department's primary public contact person to disseminate important and specialized departmental information, one year of public contact work and demonstrated knowledge of that department's policies, procedures, and regulations.

Training: completion of high school or equivalent

adopted: 1/12/61

amended: 3/30/98

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

1410 CHIEF CLERK

DEFINITION: Under general direction, the incumbent supervises a large group of employees engaged in a wide variety of office clerical work, and performs responsible and highly specialized clerical and administrative work in connection therewith; or interprets and oversees the dissemination of important information requiring extensive specialized knowledge of the policies and procedures of a department, as well as the regulations enforced by that department, to the public and departmental personnel; and performs related duties as required.

DISTINGUISHING FEATURES: Incumbents in this class either serve as the highest supervisory level in the clerical series, overseeing the work of a large group of clerks and clerk-typists; or, at the specialist level, serve as a lead worker to a group of employees responsible for explaining important and specialized policies, procedures, and regulations of a department to the public. This classification requires considerable responsibility for interpreting, coordinating and enforcing existing methods and procedures applicable to office operations; for assisting in developing new methods and techniques effecting such operations; for initiating and maintaining regular responsible contacts with other city departments, the general public and outside organizations relative to office operations; and requires overall supervisory responsibility for the preparation, maintenance and processing of important and detailed records and reports. Positions in this class are distinguished from those in the Principal Clerk level in that the latter supervises a smaller unit of clerical staff, performs less independently and/or provides specialized information that is less complex in nature.

SUPERVISION EXERCISED: May supervise a large group of employees engaged in clerical work; or act as lead worker to a group of employees providing specialized information to the public.

EXAMPLES OF DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Plans, assigns, supervises and inspects the clerical and office work of subordinate employees; reviews such work for completeness and conformance to existing procedures and instructions.
2. Performs difficult and specialized clerical work involving the exercise of considerable individual judgment and knowledge of appropriate laws, regulations and procedures of the department assigned.
3. Interprets, oversees and provides the dissemination of specialized information to the public and/or departmental personnel regarding the policies and procedures of the department to which assigned, as well as the regulations enforced by that department.
4. Interviews members of the public in order to obtain information and screens issues to determine appropriate referrals to professional and technical staff; responds to difficult client issues and deals personally with a wide range of problems requiring specialized knowledge of the policies, procedures and regulations of a department.
5. Accesses specialized computer software in order to obtain and ensure the accuracy of information regarding specific departmental functions.
6. Explains and interprets administrative decisions and policies as they apply to office operations of the department.
7. Consults with and advises the general public, other departmental officials and other in regards to specific functions and responsibilities of assigned office.
8. Supervises the receipt, processing, filing and general handling of a wide variety of documents and papers.
9. Participates in the development of new procedures and methods relative to office routines and clerical processes.
10. Assists in the preparation of budget estimates and reports.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: modern clerical and office methods, procedures and techniques; departmental organization and methods; applicable laws, rules and regulations pertaining to the activities of the department to which assigned Ability to: plan, organize, supervise and inspect the work of subordinate personnel; exercise good judgment in resolving disputes and differences arising with the general public and other personnel; communicate effectively in writing and orally, including eliciting information necessary for performance of assigned duties; prioritize competing requests for service; establish and maintain effective working relationships with staff, departmental representatives and the public; interpret, apply and explain policies, procedures and regulations specific to departmental functions; prioritize competing requests for service; deal effectively and courteously with the public and other departmental personnel; prepare accurate and concise administrative reports and papers. May require ability to utilize a computer keyboard to access and utilize specialized software.

EXPERIENCE AND TRAINING GUIDELINES: Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying . A typical way to obtain this would be:

Experience: four years of progressively responsible and diversified clerical and office experience, including the preparation and maintenance of a variety of documents, preparation of mathematical computations and public contact work; experience should include either two years of principal level supervisory experience for those positions which will supervise a large group of employees engaged in a wide variety of office clerical work, or, for positions serving as lead worker to a group of employees engaged in disseminating important and specialized departmental information to the public, demonstrated knowledge of that department's policies, procedures, and regulations and two years experience providing such information to the public.

Training: completion of high school or equivalent

EFFECTIVE DATE: 2/23/61
AMENDED: 3/30/98

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: ELECTIONS SUPERVISOR

CODE: 1414

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for planning, coordinating and directing the activities of subordinate personnel performing election services in the office of the Registrar of Voters; and performs related duties as required.

Requires responsibility for: Developing, coordinating and enforcing existing methods and procedures relative to the conduct of elections in the Registrar of Voters office; requires over-all supervisory responsibility for the preparation and maintenance of important election records and reports.

EXAMPLES OF DUTIES:

1. Supervises the maintenance of the file of voters registration affidavits and the transfer of individual voters from one precinct to another.
2. Assists in the construction of precinct lines according to size of voter group and jurisdictional lines.
3. Monitors the various election services, the preparation of materials needed to implement the election process and the distribution of assignments to the different divisions.
4. Interprets and explains to subordinates the application of directives and legislative changes related to the Registrar's office; participates in the planning and execution of training programs for employees.
5. Supervises the purge of non-voters; reviews petitions for referendum, recall, and initiative legislature and charter amendments.
6. Directs the operation of the absentee voter program, both in City Hall and by mail; supervises the stock piling of election literature and the mailing of same to all registered voters.
7. Coordinates seasonal and annual activities; determines personnel needs and assigns personnel to insure a work flow that will meet the time schedules prescribed by law.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires either: 1) Completion of two years of college or university, with major course work in public administration, business administration, law, economics, accounting, or a closely related field.

Requires at least six years of increasingly responsible experience in a governmental agency involving supervision of a complex clerical or financial record keeping operation; or 2) Completion of high school, supplemented by at least eight years of progressively responsible clerical and office experience, including four years of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: The various laws governing the electoral process; the registration of voters and conducting of elections; the principles and techniques of supervision.

Requires ability and skill to: Coordinate and direct the work of subordinate personnel; interpret and explain laws and policies relating to the operations of the Registrar's office; prepare and maintain accurate election records; establish and maintain effective working relationships with employees, governmental agencies, legal and professional personnel and the general public.

CLASS TITLE: ELECTIONS SUPERVISOR

CODE: 1414

PROMOTIVE LINES:

To : 1130 Chief Deputy Registrar of Voters

From: 1408 Principal Clerk

1410 Chief Clerk

1840 Munior Management Assistant

1842 Management Assistant

1844 Senior Management Assistant

Adopted: 11/19/73

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

1422 JUNIOR CLERK TYPIST

Definition: Under immediate supervision, performs entry-level clerical and office work such as typing, operating personal computer, filing and answering the telephone. Requires responsibility for: making routine contacts with other departmental employees and the general public and performing related duties as required.

Distinguishing Features: Class 1422 is distinguished from class 1424 Clerk Typist in that the former job code is entry-level or trainee; assignments are generally limited in scope; contain fairly routine tasks, and are performed within a procedural framework established by higher-level employees.

Supervision Exercised: None

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Types bills, payrolls, permits, letters, notices, reports and similar forms; enters data into routine databases.
2. Performs routine alphabetical or chronological filing; maintains simple records of financial, statistical, accounting or similar information not requiring previous technical training.
3. Posts to various records and prepares simple reports on information contained in such records.
4. Makes arithmetical computations.
5. May operate a variety of standard office machines including photocopier.
6. Prepares payroll, purchase vouchers and similar types of records.
7. Fills in form letters with designated or routine information.
8. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:

Knowledge of: current office methods, procedures and office machines; business English, spelling and arithmetic.

Ability to: follow oral and written instructions; learn assigned clerical tasks and routines.

Skill to: operate standard office appliances; skill to type 45 net words per minute.

Experience and Training Guidelines:

Training: Graduation from high school or equivalent.

Essential duties require the following physical skills and work environment: Employees may be required to type at a reasonable rate (40-45 WPM), skill to communicate and skill to operate various office machines.

Effective Date: 1/12/61

Amended Date: 7/23/99

Reason for Amendment:

To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

DOCUMENTS DEPT.

AUG 11 1999

SAN FRANCISCO
PUBLIC LIBRARY

CLASS TITLE: CLERK TYPIST

CODE: 1424

CHARACTERISTICS OF THE CLASS:

Under supervision, performs typing and office clerical work of average difficulty in connection with the preparation and maintenance of a wide variety of operating financial, purchasing, accounting and similar records and reports; and performs related duties as required.

Requires responsibility for: explaining existing office methods and procedures in connection with providing information to the public; making routine contacts with other departmental personnel and the general public in connection with office operations; gathering, preparing and maintaining departmental, personnel, financial and operating reports and records.

EXAMPLES OF DUTIES:

1. Types accounting and financial statements, letters, contracts, payrolls, receipts, vouchers, departmental reports, permits and similar materials, frequently requiring the use of some independent judgment.

2. May compose and type routine correspondence requiring knowledge of departmental operations and regulations.

3. Receives and interviews the general public in connection with providing information on departmental activities.

4. Examines applications for permits and licenses and prepares a wide variety of forms relative to departmental operations.

5. May receipt and account for moderate amounts of money.

6. Posts a variety of information and data in connection with the maintenance of office records; codes correspondence for files.

7. Assembles materials and information from various sources relative to the typing of a wide variety of reports.

8. Operates various office machines such as duplicating, mimeograph and ditto machines.

9. Receives and transmits complaints to field representatives or field crews for follow-up action.

10. Checks and reviews a variety of documents for sufficiency and conformance to established standards and requirements.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school with courses in typing, supplemented by at least two years of progressively responsible and diversified office and typing experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: modern office methods and procedures; business English, spelling and arithmetic; requires good knowledge of the operation of common office machines and equipment.

Requires ability to: use good judgment in making routine decisions in accordance with existing laws, ordinances, regulations and departmental policies and procedures; establish and maintain satisfactory working relationships with departmental personnel and the public.

Requires sufficient skill in typing to complete 50 net words per minute.

CLASS TITLE: CLERK TYPIST (continued)

CODE: 1424

PROMOTIVE LINES:

To: Senior Clerk
Senior Clerk-Typist
Senior Transcriber Typist

From: Junior Clerk-Typist
Original Entrance Examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EQUALIZATION CLERK TYPIST

CODE: 1425

CHARACTERISTICS OF THE CLASS:

Under supervision, performs typing and office clerical work of average difficulty in connection with the preparation and maintenance of the filing of petitions for equalization of assessments and appeals heard during the assessment season; and performs related duties as required.

Requires responsibility for: explaining and carrying out existing methods and procedures relative to the operations of the Tax Appeals Board; making routine contacts with board members, other departmental employees and the general public in connection with the equalization of assessment programs; preparation and checking of tax appeals records and reports and maintenance of related files.

EXAMPLES OF DUTIES:

1. May compose and type routine correspondence concerning filing of petitions for equalization of assessments and appeals procedures.
2. Processes petitions and notifies petitioners and interested parties of the time and place of the hearings.
3. Maintains files and reports of Tax Appeal Board actions.
4. Advises petitioners of Tax Appeal Board decisions and procedures to be followed in obtaining tax refunds.
5. Operates various office machines such as duplicating and recording equipment.
6. Answers telephone and acts as office receptionist.
7. Receives petitions, administers oath and co-ordinates appearance for hearings.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by one year of progressively responsible and diversified clerical experience, with courses in typing, preferably dealing with assessment procedures, property title searching, or the transfer or indexing of property; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: modern office methods and procedures; tax appeals program and regulations; business English, spelling and arithmetic; requires good knowledge of the operation of common office machines and equipment.

Requires ability to: follow oral and written instructions; use good judgment in making routine decisions in accordance with existing laws, ordinances, regulations and departmental policies and procedures; establish and maintain satisfactory working relations with departmental personnel and the public.

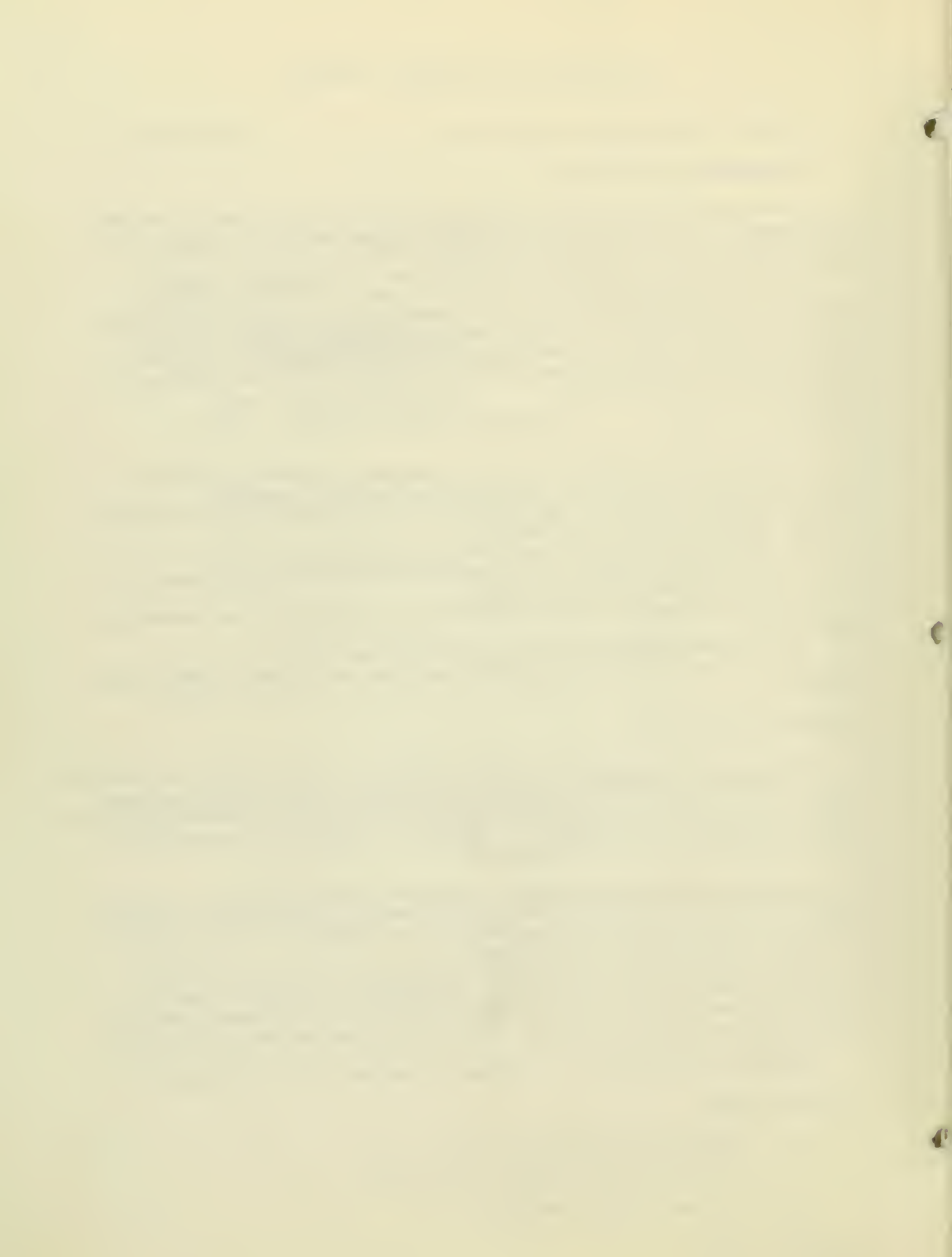
Requires sufficient skill in typing to complete 50 net words per minute.

PROMOTIVE LINES:

To: 1407 Senior Equalization Clerk
1427 Equalization Record Control Clerk

From: Original Entrance Examination

ADOPTED: 2/16/67



CLASS TITLE: SENIOR CLERK TYPIST

CODE: 1426

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs difficult and specialized typing and office clerical work in connection with the preparation and maintenance of a wide variety of operating, financial, purchasing, accounting and similar records and reports; may supervise a small group of subordinate typing and clerical personnel engaged in varied clerical work; and performs related duties as required.

Requires responsibility for: interpreting, carrying out and enforcing existing departmental methods and procedures in connection with office operations; making regular contacts with other departmental personnel, the general public and outside organizations relative to office operations; preparing, checking and reviewing detailed and important office operational records and reports.

EXAMPLES OF DUTIES:

1. May assign, supervise and review the work of subordinate clerical and typing personnel in the performance of routine and somewhat varied clerical tasks.
2. May supervise and participate in the maintenance of a large variety of detailed clerical records, reports and similar materials.
3. Independently composes correspondence relative to standard or routine office operations.
4. Compiles and condenses technical and statistical data from various sources which requires an understanding of problems and terminology involved and relevant rules and regulations governing such activities.
5. Types accounting and financial statements, letters, contracts, payrolls, receipt vouchers, departmental reports, permits and similar materials, frequently requiring the use of independent judgment.
6. May compose and type routine correspondence requiring knowledge of departmental operations and regulations; receives and interviews the general public in connection with providing information of departmental activities.
7. Examines applicants for permits and licenses; prepares a wide variety of forms relative to departmental operations; may receive and account for moderate amounts of money.
8. Posts a variety of information and data in connection with the maintenance of office records; codes correspondence for files; assembles materials and information from various sources relative to the typing of various reports.
9. Operates various office machines such as duplicating, mimeograph and ditto machines.
10. Receives and transmits complaints to field representatives of field crews for follow-up actions.
11. Checks and reviews a variety of documents for sufficiency and conformance to established standards and requirements.

CLASS TITLE: SENIOR CLERK TYPIST (Continued)

CODE: 1426

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, preferably with courses in commercial and typing subjects, supplemented by at least five years of progressively responsible and diversified clerical and typing experience, including some supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern office methods and procedures; modern business English, spelling and arithmetic; the operations of common office machines and equipment.

Requires considerable ability to: use good judgment in making routine decisions in accordance with existing laws, ordinances, regulations and departmental policies and procedures; establish and maintain satisfactory working relationships with departmental personnel and the public.

Requires sufficient skill in typing to complete 50 net words per minute.

PROMOTIVE LINES:

To: Principal Clerk

From: Clerk Typist
Transcriber Typist

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EQUALIZATION RECORD CONTROL CLERK

CODE: 1427

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs difficult and specialized typing and office clerical work in connection with the filing of petitions for equalization for assessments and appeals heard during the assessment season; and performs related duties as required.

Requires responsibility for: interpreting, carrying out and enforcing existing departmental methods and procedures relative to the operation of the tax appeals program; making regular contacts with board members, other departmental personnel and the general public in connection with the equalization of assessment programs; preparation and checking of tax appeals records and reports and the maintenance of related files.

EXAMPLES OF DUTIES:

1. Records decisions of Tax Appeals Board; posts all actions to control cards.
2. Prepares summaries of the decisions of the Tax Appeals Board; notifies the Assessor, the Controller and the Tax Collector of all decisions.
3. Keeps general record of actions taken by the Tax Appeals Board.
4. May compose and type routine correspondence concerning actions of the Tax Appeals Board.
5. Reviews all applications for completeness after a hearing has been concluded.
6. May assign, supervise and review the work of subordinate clerical personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by three years of progressively responsible and diversified clerical experience, with courses in typing, preferably dealing with assessment procedures, property title searching, or the transfer or indexing of property; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern office methods and procedures; modern business English, spelling and arithmetic; the operations of common office machines and equipment.

Requires considerable ability to: use good judgment in making routine decisions in accordance with existing laws, ordinances, regulations and departmental policies and procedures; establish and maintain satisfactory working relationships with departmental personnel and the public; assign and review clerical activities.

Requires sufficient skill in typing to complete 50 net words per minute.

PROMOTIVE LINES:

To: No normal lines of promotion

From: 1425 Equalization Clerk Typist

ADOPTED: 2/16/67

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: NURSES STAFFING ASSISTANT

CODE: 1429

CHARACTERISTICS OF THE CLASS:

Under general supervision, coordinates daily staffing levels for all nursing units on a specific shift by scheduling staff necessary to provide safe levels of nursing care; monitors licenses and certification of nursing personnel; prepares and maintains a variety of records and reports; and performs related duties as required.

DISTINGUISHING FEATURES:

The Nurses Staffing Assistant is utilized exclusively within a hospital setting and is distinguished from other clerical classifications by the unique nature of the assignments and the consequence of error associated with the determination of staffing patterns that affect the quality and level of patient care on inpatient nursing units.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Implements and coordinates, under professional nursing supervision, the daily staffing schedules of inpatient nursing units according to census, patient acuity, skill mix requirements, and availability of regular and per diem nursing personnel.
2. Receives and records phone calls from nursing personnel that impact on staffing and informs the nursing supervisor and unit staff of changes in staffing.
3. Maintains a variety of data regarding staff and unit characteristics to assist in the planning, implementation and coordination of daily nursing staffing levels.
4. Prepares and distributes various computer reports such as unit time schedules, productivity reports, position control reports, individual attendance reports, license monitoring reports and turnover reports; maintains all records pertaining to staffing and payroll.
5. Monitors license expiration for licensed personnel; monitors CPR expirations for all personnel.

QUALIFICATIONS:

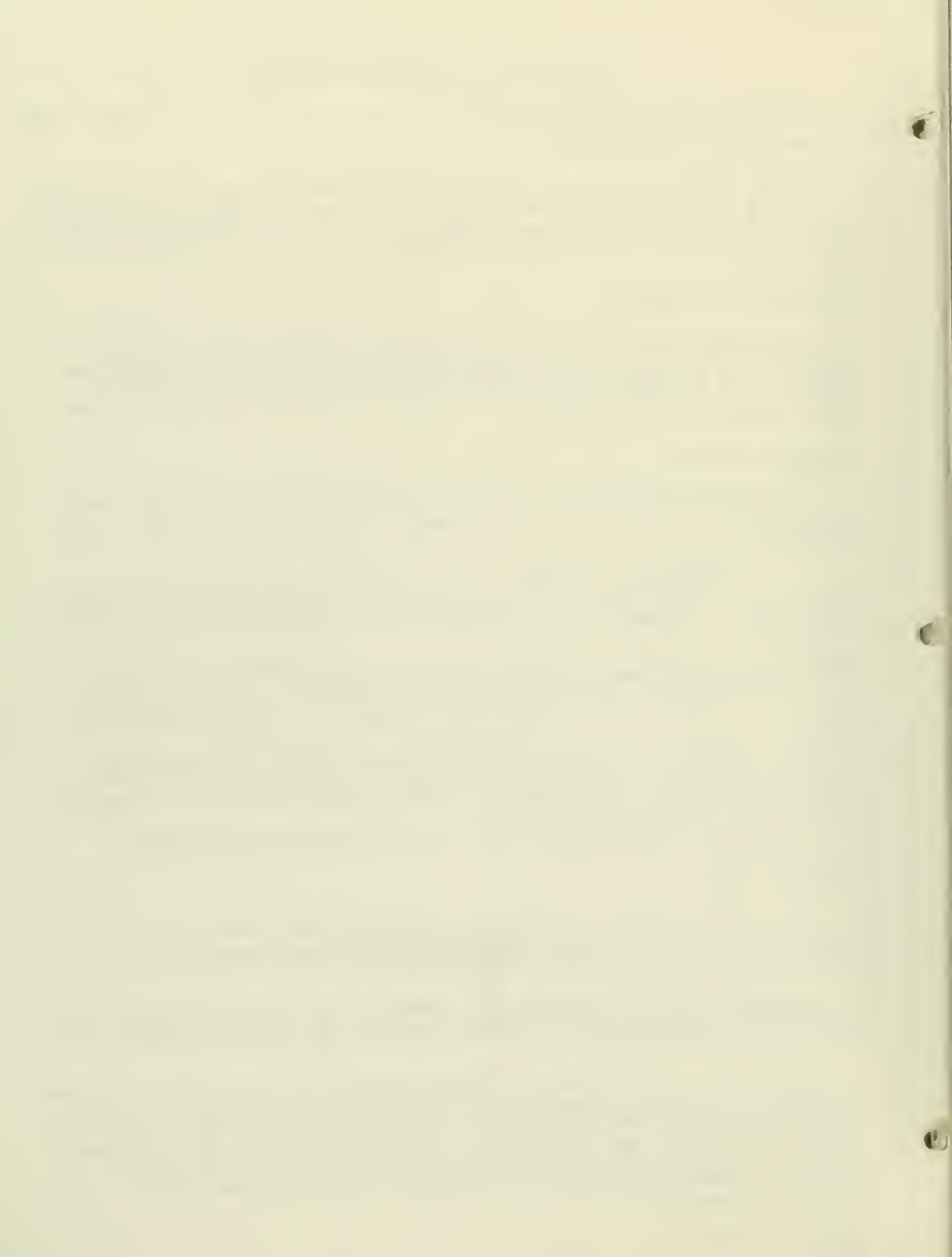
"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply" (CSC Rule 9)

Knowledge, Abilities and Skills: Knowledge of: Inpatient nursing staffing operations in a hospital setting; business English, spelling and arithmetic; modern office practices and procedures.

Ability to: plan, organize and complete work rapidly and efficiently to meet deadlines, while working independently; maintain records with precision, accuracy and legibility; grasp and retain details; conceptualize systems and the systematic manipulation of data; approach problem solving with creativity, logic and good judgement; utilize computerized information systems; work under stressful situations; communicate effectively and tactfully both orally and in writing in a variety of situations.

ADOPTED: 10/2/89

#4120c



CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JUL 05 1999

SAN FRANCISCO
PUBLIC LIBRARY

1430 TRANSCRIBER TYPIST

Definition: Under supervision, evaluates and transcribes various types of documents by listening to dictated material and operating transcribing equipment; interfaces with social workers, office managers, probation officers, physicians and other personnel.

Distinguishing Features: This is the journey-level class in the Transcriber Typist series. It is distinguished from the next higher class, 1432 Senior Transcriber Typist, which is the supervisor level of the series and supervises transcription staff in class 1430, whereas positions at the level of class 1430 perform transcription work.

Supervision Exercised: None

Examples of Important and Essential Duties: *According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.*

1. Transcribes various reports such as court documents, background investigations, legal, medical and psychiatric reports or statistical reports by listening to dictated material on voice writer equipment or dictaphone tapes, and typing material using an electric or memory typewriter, word processor or DEC computer equipment in order to produce a printed document.
2. Types material from hand written document by using electric or memory typewriter, word processor or DEC computer; recognizes and uses proofreader marks in order to produce an accurate and legible document.
3. Operates digital dictation system, personal computers, word processing programs and electric or memory typewriter to produce various reports and data; performs complex word processing activities involving text editing, merging and the use of specialized fields.
4. Programs new material by keying data or sorting instructions onto a diskette or other memory component in order to have a permanent record of retrievable information.
5. Maintains a filing system by retrieving, deleting and updating material in order that the data will be kept accessible and current.
6. Proofreads typed material to ensure correct spelling, punctuation and grammar.
7. Interfaces with social workers, office managers, probation officers, physicians and other personnel to obtain or verify information about assigned material and to handle problems via telephone and in person; interfaces with co-workers in order to work harmoniously as a team.
8. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:

Knowledge of: office practices and procedures which refers to knowledge of departmental policy, rules, practices and procedures acquired through a reasonable period of training or instruction; basic word processing software applications on a personal computer and familiarity with various document format designs.

Ability to: proofread (recognize and use proofread marks) and edit hand written documents such as reports, data, or memoranda by utilizing knowledge of spelling, standard grammar and proper usage; manage the workload by working independently with a minimum supervision so that assignments are completed in a timely manner; work amid numerous interruptions and meet urgent deadlines; interact with employees, managers, members of other agencies and the public in a positive and sensitive manner; speak clearly and distinctly, and express ideas and convey information in a concise and effective manner; hear and transcribe documents accurately from dictating transcribing machine.

Experience and Training Guidelines:

1. One (1) year of verifiable clerical experience performing typing or data entry duties;
AND
2. Ability to transcribe accurately from a transcribing machine with no more than a 2% error rate; AND
3. Ability to type 50 wpm net.

Substitution:

Satisfactory completion of at least 240 hours of a clerical training program may be substituted for six (6) months of the required experience.

Special Requirements:

Essential duties require the following physical skills and work environment: ability to hear and transcribe documents from a dictating transcribing machine.

Effective Date: 6/20/77

Amended Date: 9/24/99

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

OCT 05 1999

SAN FRANCISCO
PUBLIC LIBRARYCITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

1432 SENIOR TRANSCRIBER TYPIST

Definition: Under general supervision, supervises, assigns, coordinates, and reviews the work assignments of transcription staff; monitors and maintains quality standards for transcribers; operates digital dictation system, personal computer, word processing programs, and electric or memory typewriters; interfaces with social workers, office managers, probation officers, physicians and other personnel; evaluates and transcribes various types of documents which includes the ability to hear and operate transcribing equipment.

Distinguishing features: The Senior Transcriber Typist is the supervisory class in the Transcriber Typist series and is distinguished from 1430 Transcriber Typist in that Transcriber Typists perform transcription work and are supervised by Senior Transcriber Typists.

Supervision Exercised: Supervises a clerical pool of positions, including positions in class 1430.

Examples of Important and Essential Duties: *According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

1. Supervises assigned staff by handling work conflicts, scheduling, and minor personnel issues; and by evaluating work performance and output; provides training and instruction as needed.
2. Reviews the work assignments of transcription staff; assists in the production of reports or data by editing and clarifying transcription problems such as difficult dictation.
3. Transcribes various reports such as court documents, legal, medical and psychiatric reports or statistical reports by listening to dictated material on voice writer equipment or dictaphone tapes, and typing material using an electric or memory typewriter, word processor or DEC computer equipment in order to produce a printed document.
4. Types material from hand written document by using electric or memory typewriter, word processor or DEC computer; recognizes and uses proofreader marks in order to produce an accurate and legible document.
5. Operates digital dictation system, personal computers, word processing programs and electric or memory typewriter to produce various reports and data; performs complex word processing activities involving text editing, merging and the use of specialized fields.
6. Programs new material by keying data or sorting instructions onto a diskette or other memory component in order to have a permanent record of retrievable information.
7. Maintains a filing system by retrieving, deleting and updating material in order that the data will be kept accessible and current.
8. Interfaces with social workers, office managers, probation officers, physicians and

- other personnel to handle problems via telephone and in person; acts as departmental representative; ensures the smooth flow of work output in the department.
9. Requisitions and issues supplies for the department; establishes contracts for outside transcription equipment; coordinates and maintains contracts for office.
 10. Interviews prospective employees to assist management in maintaining adequate departmental coverage and staffing as needed.
 11. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:

Knowledge of: basic word processing software applications on a personal computer, familiarity with various document format designs.

Ability to: hear and transcribe documents accurately from a dictating transcribing machine; assign, supervise and review the work of subordinate personnel; train new personnel; establish and maintain satisfactory working relationships with other employees and the public; proofread (recognize and use proofread marks) and edit hand written documents such as reports, data, or memoranda by utilizing knowledge of standard grammar and proper usage; plan, formulate and execute policies relevant to a department in collaboration with management; monitor quality standards for the departmental staff, and follow complex instruction given orally or from written documents; maintain confidentiality by refraining from disclosing privileged information relating to various documents; work independently with minimum supervision so that assignments are completed in a timely manner; work amid numerous interruptions and meet urgent deadlines; speak clearly and distinctly, and express ideas and convey information in a concise and effective manner; listen to others attentively and with comprehension.

Experience and Training Guidelines:

1. Two years of verifiable experience as a transcriber typist which must include one year of word processing experience; **AND**
2. Ability to type 60 wpm net; **AND**
3. Ability to transcribe accurately from a transcribing machine with no more than a 2% error rate.

Substitution: Satisfactory completion of at least 240 hours of a clerical training program may be substituted for six months of the required transcription experience.

Special Requirements:

Essential duties require the following physical skills and work environment: ability to hear and transcribe documents from a dictating transcribing machine.

Effective Date: June 20 1977

Amended Date: 9/24/99

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

JOB CODE TITLE: SHELTER SERVICE REPRESENTATIVE

**JOB CODE: 1434
Business Unit: COMMN**

DEFINITION: Under supervision, performs specialized clerical and customer service duties at the animal shelter and assists the public in obtaining information about services of the Animal Care and Control Department and other animal-related services.

DISTINGUISHING FEATURES: This classification is distinguished from other clerical classes by its responsibility for providing specialized information and assistance regarding animal care and control services. Incumbents in this class may handle animals at the shelter.

SUPERVISION EXERCISED: None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES: According to Civil Service Commission Rule 109, the duties specified below are representative of the duties assigned to this class and are not intended to be an inclusive list.

1. Courteously and effectively provides information and assistance to the public, both in person and by telephone, in regard to obtaining animal care and control services; educates the public about animal issues and responsible pet ownership and promotes a humane and caring attitude towards animals; provides information on pet adoption, spay and neuter services, pet training and other animal-related services; promotes good public relations; provides information on opportunities for volunteer work and donations.
2. Clearly and accurately explains state and local laws and ordinances, departmental policies and procedures, and information provided by others regarding pet ownership and/or other animal-related issues to members of the public.
3. Assists the public to surrender, redeem and adopt animals in accordance with animal control laws and departmental procedures; collects information about animals and persons in accordance with animal control laws and departmental procedures; as needed, handles animals humanely and safely.
4. Records transactions at the animal shelter, including narrative reports of public interactions and contacts; processes a variety of forms; documents information regarding the impoundment, condition, release and/or adoption of animals; produces and maintains accurate records regarding animal shelter office activities; uses a computer to access information in the shelter database, enter and update data, and print out documents and reports.
5. Issues dog licenses and citations for violations of animal control laws; collects fees, produces receipts, uses a cash register, makes change and balances daily receipts.
6. Receives, records and relays requests for routine and emergency services from the public to appropriate personnel or division; using a two-way radio in accordance with FCC rules, communicates with personnel in the field.
7. Ensures cleanliness and neatness of work area.
8. Performs related duties as assigned.

DOCUMENTS DEPT

MAY - 9 2001

**SAN FRANCISCO
PUBLIC LIBRARY**

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: standard office and customer service practices and procedures

Ability to: deal courteously and effectively with staff, volunteers and members of the public from a variety of cultural and socioeconomic backgrounds, including individuals who may be angry, hostile or distraught; handle problems and respond appropriately to requests for service; use good judgement and maintain composure in difficult and/or sensitive situations; respect right of privacy, maintain confidentiality and exercise tact and sensitivity; evaluate information and make routine decisions in accordance with departmental policies and procedures; effectively prioritize tasks for completion within an established timeframe; maintain effective, cooperative and professional working relationships; speak clearly and effectively in order to communicate work-related information; listen and elicit information; prepare and maintain clear and accurate records and files; make basic arithmetic computations, operate a cash register, accurately handle money and reconcile receipts; learn animal shelter procedures and laws and regulations governing the licensing, quarantining, impounding, care and control of animals; learn the use of the department's computer system to access, input and retrieve work-related information; learn to operate radio equipment in conformance with FCC regulations; learn basic animal handling techniques and the characteristics of different species and breeds of animals.

EXPERIENCE AND TRAINING GUIDELINES:

Six months experience providing customer services and information in an animal care and control operation or a related animal welfare/protection facility; OR

Two years experience as a customer service representative in an office or facility with heavy face-to-face public contact.

Effective Date: May 15, 1989

Amended: 4/27/01

Reason for amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SHELTER OFFICE SUPERVISOR

CODE: 1435

CHARACTERISTICS OF THE CLASS:

Under direction, supervises subordinate personnel at the animal shelter engaged in assisting the public in obtaining services of the Animal Care and Control Department, producing records of the impoundment, adoption, redemption and release of animals, and issuing citations and dog licenses; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is distinguished from other clerical classes by its responsibility for the supervision of providing information and assistance to the public regarding animal care and control. Incumbents in this class regularly handle animals at the shelter. This class is supervised by the Deputy Director of Animal Care and Control.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Assigns, supervises, monitors and may perform the work of subordinate personnel providing information and assistance to the public at the animal shelter; assures that requests for routine and emergency services from the public are rapidly relayed, using a two-way radio in accordance with FCC rules, to personnel in the field who can respond appropriately.

2. Assures that the public is assisted at the shelter to surrender, adopt and redeem pet animals in accordance with animal control laws and departmental procedures; assures that accurate information is provided, and that pet owner laws and departmental procedures are clearly explained; resolves problem situations including those involving hostile, irate or distressed members of the general public in a tactful and effective manner.

3. Supervises the issuance of dog licenses and citations and the collection of fees.

4. Supervises the preparation and maintenance of records regarding animal shelter office activities.

5. Orders and maintains an adequate inventory of all supplies used in the office for shelter services.

6. Trains new personnel in office activities; promotes a humane and caring attitude towards animals.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

QUALIFICATIONS: (continued)

Knowledge, Abilities and Skills: Knowledge of: modern office procedures and practices; modern principles of supervision; laws and regulations relating to domestic pets; animal shelter procedures; pet care information.

Familiarity with: the characteristics of various breeds of domestic animals; the symptoms of diseases common to small domestic animals; the humane and safe handling of domestic animals

Ability to: plan, organize, supervise and train subordinates in the performance of shelter office activities; organize effectively in order to meet deadlines and deal with office emergencies; exercise good judgment in making decisions in accordance with animal control laws and departmental policies and procedures; deal effectively and courteously with the public, including calming irate or distressed individuals; establish and maintain harmonious and effective relationships with co-workers, volunteers and the public; make basic arithmetic computations; accurately handle money; perform basic typing of forms.

ADOPTED: 5-15-89

#4065c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: BRAILLIST

CODE: 1436

CHARACTERISTICS OF THE CLASS:

Under general supervision, operates a braille writer in connection with the transcription of a variety of educational material into braille for the use of blind students; and performs related duties as required.

Requires responsibility for: carrying out established methods and procedures relating to the transcription of printed matter into braille; making limited personal contacts with teaching personnel in connection with the preparation of assignments.

EXAMPLES OF DUTIES:

1. Transcribes into braille various printed materials for the use of blind students, such as bulletins, text books, or parts thereof, spelling, arithmetic or music lessons and other assignments as required.
2. Checks completed work for accuracy.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least one year of experience in the operation of a braille writer; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of the braille code and the ability to transcribe printed matter into braille with speed and accuracy.

Requires considerable skill in the use of the braille writer.

PROMOTIVE LINES:

To: No normal lines of promotion.

From: Original entrance examination.



FEB - 5 2001

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: SHELTER OFFICE ASSISTANT SUPERVISOR

JOB CODE: 1437

Business Unit: COMMN

Definition: Under direction of the Shelter Office Supervisor, assists in supervising office staff engaged in providing customer services to the public and information regarding the services of the Animal Care and Control Department, and oversees related clerical, general office and record-keeping functions.

Distinguishing Features: This classification is distinguished from Class 1435 Shelter Service Supervisor in that the latter has overall responsibility for the customer service office operations of the Animal Care and Control Department and the full range of supervisory functions over Shelter Services Division staff. This classification is further distinguished from other clerical classes by its responsibility for providing specialized information and assistance to the public regarding animal care and control; incumbents in this class may handle animals at the shelter.

Supervision Exercised: Assists in supervising and providing technical direction and oversight to assigned staff.

Examples of Important and Essential Duties: According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Assists in scheduling, assigning, training and monitoring the work of assigned staff and volunteers; assists in overseeing the overall operations of the Shelter Services Division; oversees the daily operations of the office in the absence of the Shelter Services Supervisor.
2. Answers questions and resolves problems, including those involving hostile, irate or distressed members of the general public in a tactful and effective manner; educates the public about animal issues and responsible pet ownership and promotes a humane and caring attitude towards animals; performs functions of Shelter Representatives as needed.
3. Ensures that the public is courteously and effectively assisted when requesting information, as well as when surrendering, adopting and/or redeeming pet animals, in accordance with animal control laws and departmental procedures.
4. Ensures that clear and accurate information is provided, both in the shelter office and on the telephone, to members of the public and that animal-related laws and departmental procedures are clearly explained.
5. Receives, records and relays requests for services from the public to appropriate personnel or division; may use a two-way radio to communicate with personnel in the field.
6. Monitors attendance and maintains daily timeroll; prepares bi-weekly payroll with the assistance of the Shelter Office Supervisor.
7. Oversees the preparation and maintenance of records regarding shelter activities; uses a computer to input, update and access records and information regarding shelter functions and to produce written documents and reports; runs statistical reports and performs computer-related functions as needed.
8. Oversees the issuance of dog licenses and citations and the collection of fees; assists in daily reconciliation of receipts.
9. Assists in ensuring availability of office supplies and equipment, including related inventory and stocking functions.
10. Performs related duties as assigned.

JOB CODE TITLE: SHELTER OFFICE ASSISTANT SUPERVISOR

JOB CODE: 1437

Business Unit: COMM

Job Related and Essential Qualifications:

Knowledge of: standard office and customer service practices and procedures; physical and behavioral characteristics of different species and breeds of animals.

Ability to: assign, monitor and train assigned personnel in the in the performance of customer service and standard office procedures; learn animal shelter procedures and laws and regulations governing the licensing, quarantining, impounding, care and control of animals; learn to use a computer to access, input and retrieve work-related information; learn to operate radio equipment in conformance with FCC regulations regarding law enforcement agencies; effectively prioritize multiple tasks for self and others; deal courteously and effectively with co-workers, staff and members of the general public from a variety of cultural and socioeconomic backgrounds, including individuals who may be angry, hostile or distraught; remain calm and impartial in frustrating and/or confrontational situations; maintain effective, cooperative and professional working relationships; speak clearly and effectively in order to give instructions and communicate work-related information to individuals and groups in a manner that is appropriate to the audience; listen and effectively elicit information in order to understand oral instructions and respond to questions and inquiries from pet owners, staff and the public; clearly and accurately document information in records and files; make basic arithmetic computations in order to accurately handle money and reconcile receipts.

Experience and Training Guidelines:

One year (2000 hours) experience providing customer services and information in an animal care and control operation or a related animal welfare/protection facility; OR

Three years (6000 hours) experience as a customer service representative in a field with heavy public contact.

Effective Date:

1/24/01

CLASS TITLE: MEDICAL TRANSCRIBER TYPIST

CODE: 1440

CHARACTERISTICS OF THE CLASS:

Under supervision, transcribes a variety of medical reports and documents from mechanical dictating machines; performs a variety of routine clerical tasks in connection with transcription work; and performs related duties as required.

Requires responsibility for: making routine contacts with other departmental personnel and the general public in connection with office operations; preparing technical medical reports in connection with transcription activities.

EXAMPLES OF DUTIES:

1. Transcribes, from mechanical dictating equipment, a wide variety of medical reports requiring familiarity with medical terminology, including radiology, autopsy, coroner's inquiries, operations, pediatrics, pathology and other such reports.

2. Types a variety of form letters, cards, indexes and similar materials.

3. Performs routine clerical work in answering of telephones, taking messages and providing routine information as necessary.

4. Maintains a variety of files and indexes of office records.

MINIMUM REQUIREMENTS:

Training and Experience: Requires completion of high school with courses in typing, supplemented by at least two years of diversified typing and clerical experience, including experience directly related to the medical profession; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: medical terms and their meanings; modern office practices, procedures and dictating equipment; knowledge of the English language.

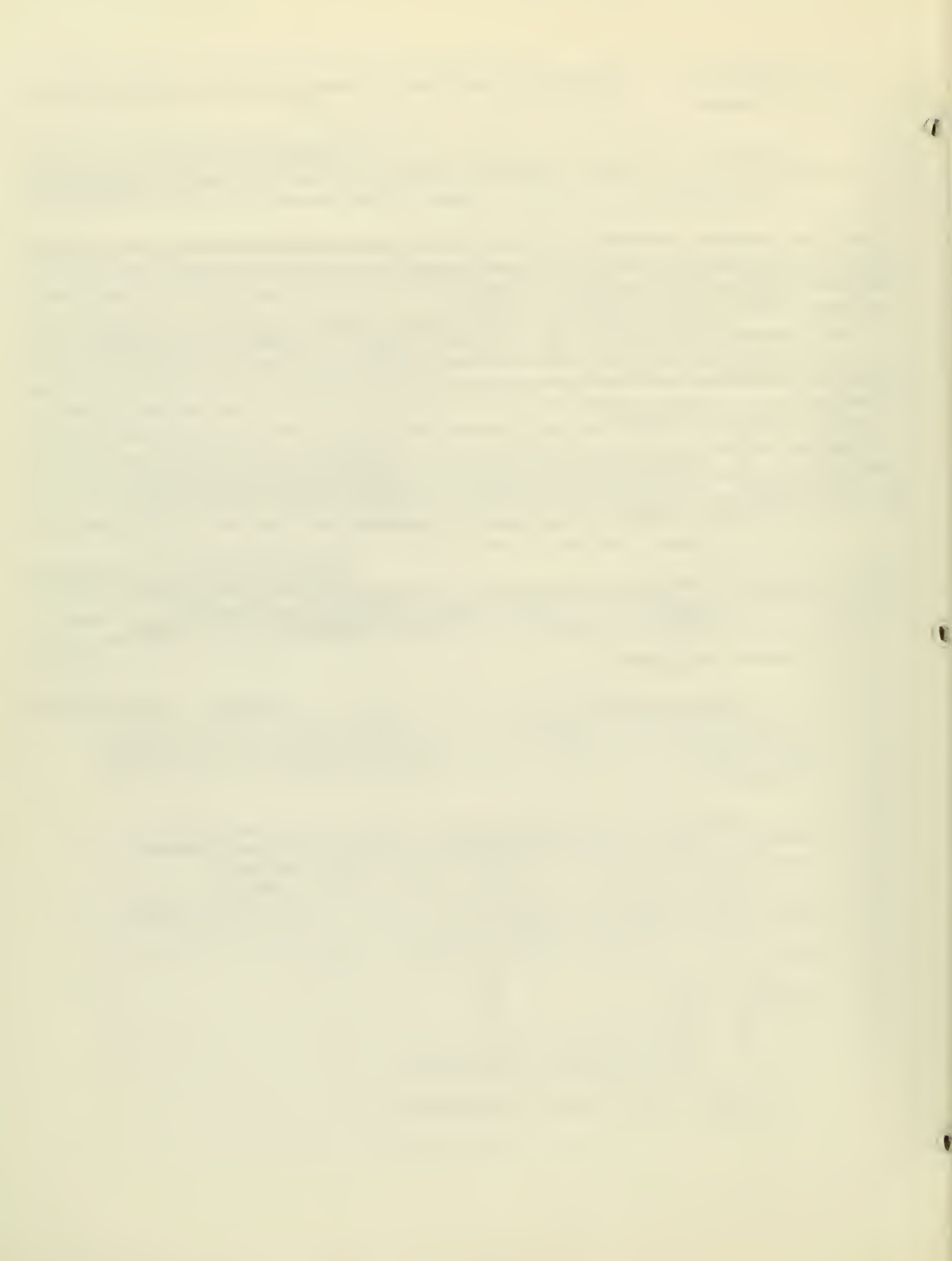
Requires ability to: maintain ordinary office records, reports and files; establish and maintain satisfactory working relationships with other employees and the public.

Requires sufficient skill in typing to complete 50 net words per minute.

PROMOTIVE LINES:

To: Senior Clerk Typist
Senior Transcriber Clerk Typist

From: Original Entrance Examination



CLASS TITLE: JUNIOR CLERK STENOGRAPHER

CODE: 1442

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, performs a variety of stenographic and office clerical work of a routine nature; and performs related duties as required.

Requires responsibility for: making routine contacts on non-specialized matters with other employees and the general public relative to normal office operations and routines; maintaining simple records and reports relative to office operations.

EXAMPLES OF DUTIES:

1. Takes and transcribes routine non-technical dictation consisting of letters, statements, memoranda and similar material; may type a variety of materials and forms from plain copy or rough draft.

2. Performs routine alphabetical or chronological filing; maintains simple records of financial, statistical, accounting or similar information not requiring previous technical training.

3. Posts to various records and prepares simple reports on information contained in such records.

4. Makes simple arithmetical computations mentally or by use of an adding machine.

5. May operate a variety of simple office machines for which little or no previous training is required.

6. May prepare payroll, purchase vouchers and similar types of records.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school with courses in stenography and typing; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of: modern office methods, procedures and common office machines; business English, spelling and arithmetic.

Requires ability to: follow oral and written instructions; rapidly learn assigned clerical tasks and routines; develop skill in the operation of common office appliances.

Requires sufficient skill in typing and shorthand to complete 45 net words per minute and 80 words respectively.

PROMOTIVE LINES:

To: Clerk Stenographer

From: Original Entrance Examination



SF Desk Ref
Insert

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

Class Spec 2/5/73

DOCUMENTS

MAR 16 1973

CODE: 1443

SAN FRANCISCO
PUBLIC LIBRARY

CHARACTERISTICS OF THE CLASS:

Under direction, performs stenographic and general clerical duties for a member of the Board of Supervisors and his/her administrative staff; and performs related duties as required.

Requires responsibility for: Interpreting and carrying out existing methods and procedures in connection with office operations; making routine contacts with the general public, other departmental personnel and representatives of outside organizations regarding activities of the office; maintaining files of correspondence, and related records and reports.

EXAMPLE OF DUTIES:

1. Takes dictation and transcribes letters, memoranda, articles, speeches and other material of a varied nature.
2. Maintains office files and a wide variety of other incidental office records.
3. Serves as clerical assistant to a Supervisor and to his/her Administrative Assistant.
4. Answers telephone; interviews and screens callers; may arrange appointments for Supervisor.
5. Provides information to public, city officials, and employees in response to questions concerning Board rules, regulations and departmental policies, and Supervisor's actions and policies.
6. Composes and types form letters or letters of standardized nature, including use of transcribing units.

MINIMUM QUALIFICATIONS:

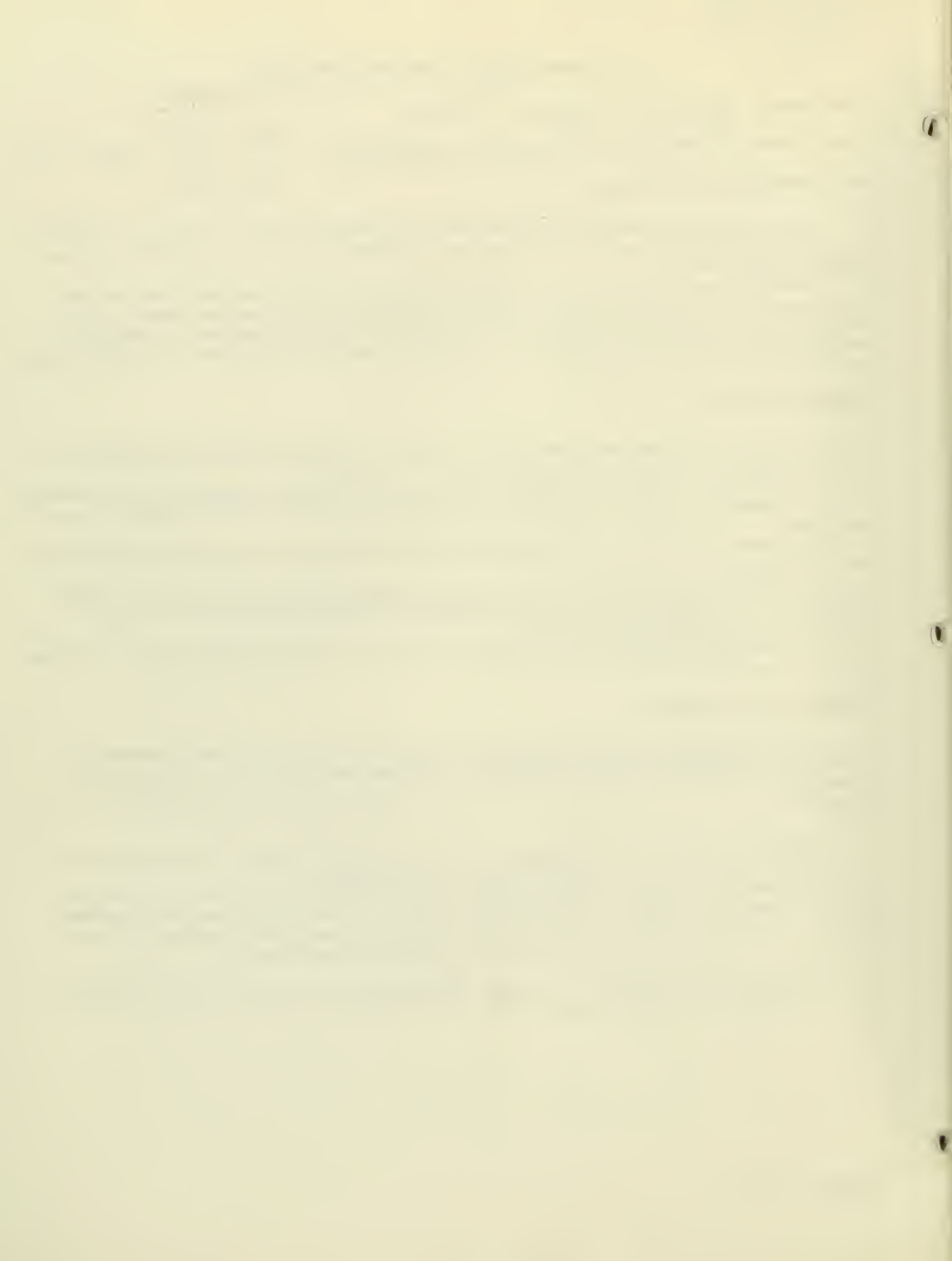
Training and Experience: Requires completion of high school with courses in stenography, typing and office procedures, supplemented by at least two years of stenographic and office experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: Modern office procedures and practices, business English, and spelling.

Requires ability to: Follow oral and written instructions; exercise good judgment and resourcefulness in aiding general public and others interested in conferring or communicating with a member of the Board of Supervisors; handle routine office details, including the composition of routine correspondence.

Requires sufficient skill in typing and shorthand to complete 50 net words per minute and 100 words respectively.

ADOPTED: 2/5/73



CLASS TITLE: CLERK STENOGRAPHER

CODE: 1444

CHARACTERISTICS OF THE CLASS:

Under supervision, performs stenographic and office clerical work of an ordinary and varied nature; and performs related duties as required.

Requires responsibility for: explaining and carrying out existing methods and procedures relating to office operations; making routine contacts with other departmental employees and the general public in connection with office operations; gathering, preparing and maintaining ordinary operating reports and records of office activities.

EXAMPLES OF DUTIES:

1. Takes and transcribes dictation consisting of letters, reports, statements, memoranda and similar materials.
2. Types form letters or letters of standardized nature.
3. Compiles and prepares departmental reports of ordinary and routine nature.
4. Files various materials alphabetically, numerically and chronologically in accordance with predetermined file classifications.
5. Posts a variety of information on standard forms, records and files.
6. Performs clerical tasks relative to keeping financial and statistical records and accounts.
7. Answers telephone and acts as office receptionist on routine calls and visits.
8. Provides information to the public not involving difficult interpretations of rules, regulations and departmental policies.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school with courses in typing and shorthand, supplemented by at least two years of general office experience including the taking and transcribing of shorthand notes on general subject matter; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: business English, spelling and arithmetic; modern office methods, procedures and equipment.

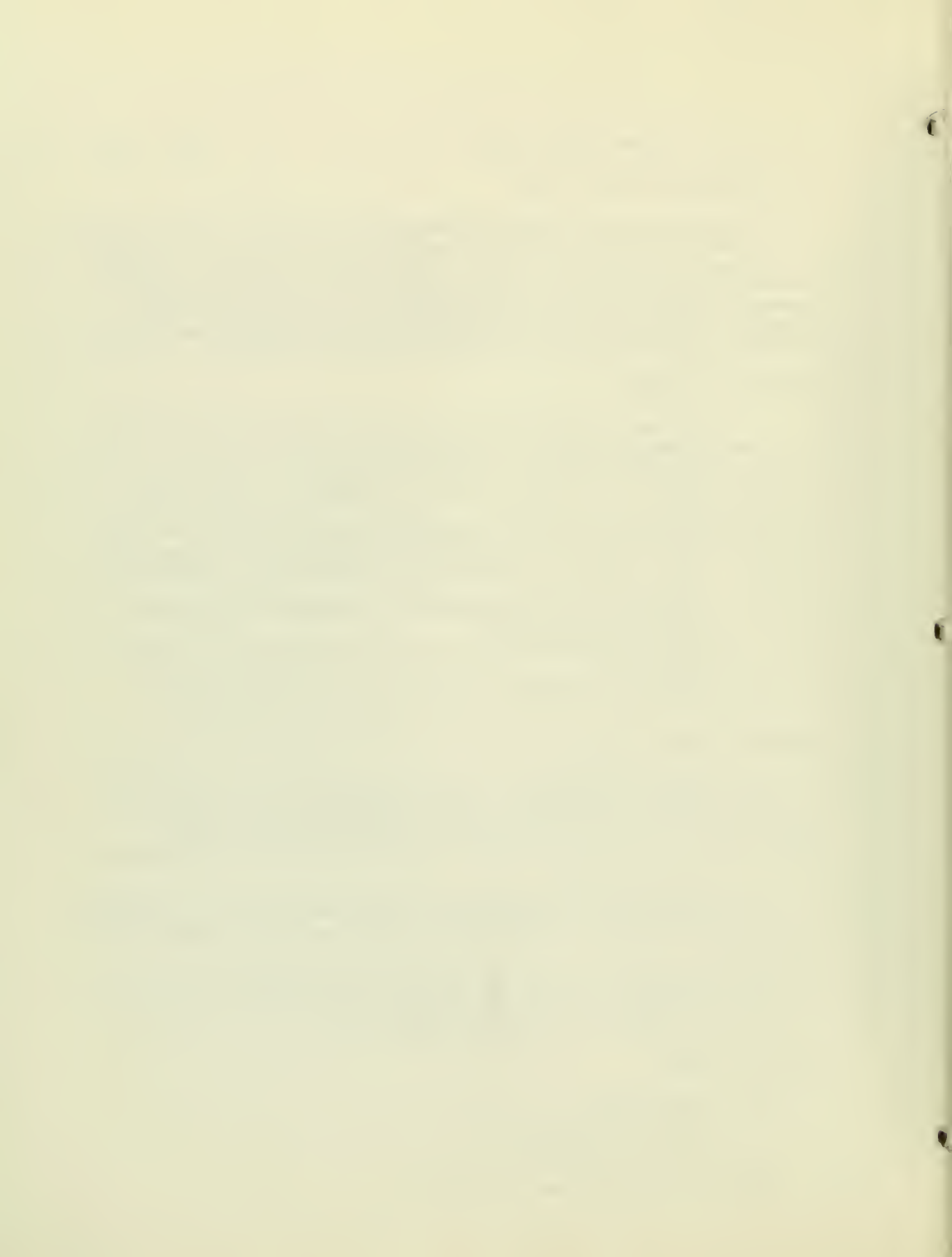
Requires ability to: follow oral and written instructions; operate a variety of standard office machines and equipment.

Requires sufficient skill in typing and shorthand to complete 50 net words per minute and 100 words respectively.

PROMOTIVE LINES:

To: Senior Clerk
Senior Clerk-Stenographer
Senior Clerk-Typist

From: Original Entrance Examination



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EQUALIZATION CLERK STENOGRAPHER

CODE: 1445

CHARACTERISTICS OF THE CLASS:

Under supervision, performs stenographic and office clerical work of routine difficulty in connection with the preparation and maintenance of the filing of petitions for equalization of assessments and appeals heard during the assessment season; and performs related duties as required.

Requires responsibility for: explaining and carrying out existing methods and procedures relative to the operations of the Tax Appeals Board; making routine contacts with board members, other departmental employees and the general public in connection with the equalization of assessment programs; preparation and checking of tax appeals records and reports and maintenance of related files.

EXAMPLES OF DUTIES:

1. Takes and transcribes dictation consisting of letters, reports and similar material relating to equalization of assessments, petitions and appeals.
2. Types form letters of standardized nature.
3. Maintains files on Tax Appeals Board actions.
4. Answers telephone and acts as office receptionist.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, with courses in typing and shorthand, supplemented by one year of progressively responsible and diversified clerical experience, preferably dealing with assessment procedures, property title searching, or the transfer or indexing of property; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: business English, spelling and arithmetic; modern office methods, procedures and equipment.

Requires ability to: follow oral and written instructions; operate a variety of standard office machines and equipment.

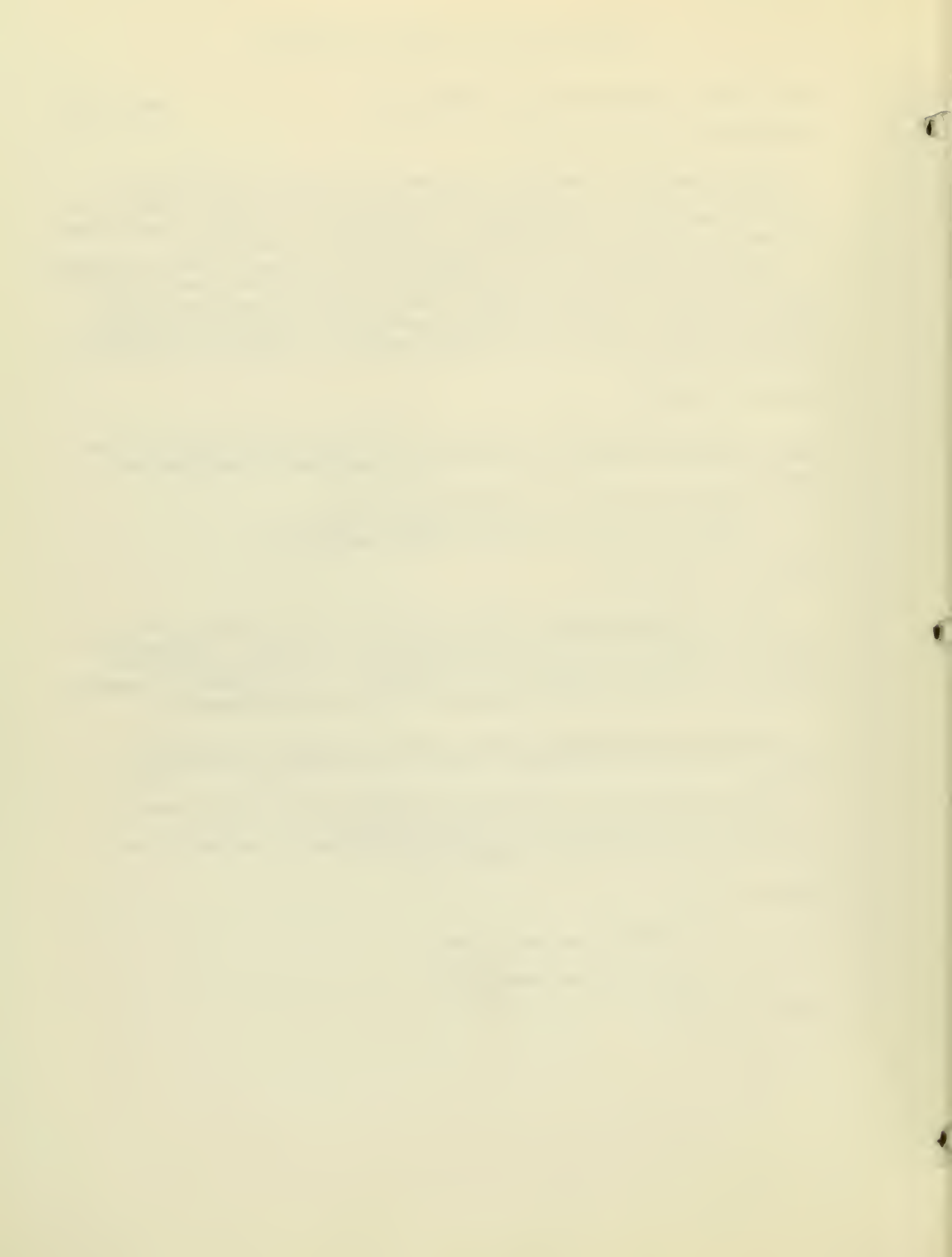
Requires sufficient skill in typing and shorthand to complete 50 net words per minute and 100 words respectively.

PROMOTIVE LINES:

To: 1407 Senior Equalization Clerk

From: Original Entrance Examination

ADOPTED: 2/16/67



CLASS TITLE: SENIOR CLERK STENOGRAPHER

CODE: 1446

CHARACTERISTICS OF THE CLASS:

Under general supervision, takes and transcribes dictation of above average difficulty and responsibility; may supervise a small group of clerical and stenographic employees engaged in general office and stenographic work; and performs related duties as required.

Requires responsibility for: interpreting, carrying out and enforcing existing methods and procedures in connection with office operations; making regular contacts with other departmental personnel and the general public relative to furnishing and obtaining information on office activities; gathering, preparing and maintaining ordinary operating records and reports relative to office activities.

EXAMPLES OF DUTIES:

1. Takes and transcribes dictation of letters, memoranda, articles, speeches, and similar materials.
2. Maintains office files, account records and a wide variety of other incidental office records.
3. Types a wide variety of reports, forms, specifications, payrolls and other material from copy or verbal instructions.
4. May compose routine correspondence in accordance with standard practices and policies.
5. Answers telephone and interviews and screens callers.
6. Answers a wide variety of inquiries and explains office operations, policies and procedures.
7. May arrange appointments for superiors.
8. May assign and supervise the work of a small clerical unit including stenographers and typing personnel.
9. May instruct employees as to work procedures and organizational and clerical operations.
10. Compiles data for administrative and public reports, questionnaires and other purposes from prescribed sources.
11. Prepares work sheets and makes varied arithmetical computations on assembled materials.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school with courses in stenography, typing and commercial subjects, supplemented by at least four years of progressively responsible stenographic and office experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: modern office procedures and practices; business English, spelling and arithmetic.

Requires ability to: exercise good judgment in making routine decisions in accordance with existing laws, ordinances, regulations and departmental policies and procedures; compose routine correspondence; maintain satisfactory working relationships with other employees and the general public.

CLASS TITLE: SENIOR CLERK STENOGRAPHER (continued)

CODE: 1446

.Requires sufficient skill in typing and shorthand to complete 55 net words per minute and 110 words per minute respectively.

PROMOTIVE LINES:

To: Principal Clerk-Stenographer
School Secretary

From: Clerk-Stenographer

CLASS TITLE: PRINCIPAL CLERK STENOGRAPHER

CODE: 1450

CHARACTERISTICS OF THE CLASS:

Under direction, performs unusually specialized and responsible stenographic and office work requiring considerable independent judgment in handling office administrative matters; may supervise a moderate sized group of subordinate personnel engaged in typing, stenographic and office activities; and performs related duties as required.

Requires responsibility for interpreting, carrying out and enforcing existing methods and procedures in connection with office operations; making regular contacts with other departmental personnel, the general public and outside organizations in connection with office operations; preparing, checking and reviewing detailed and important office records and reports.

EXAMPLES OF DUTIES:

1. Takes dictation and transcribes letters, reports, statements, memoranda and other material of a complex and difficult nature requiring a high degree of accuracy.

2. Lays out, assigns and reviews the work of subordinate personnel.

3. Performs responsible stenographic and office work involving the exercise of considerable independent and unreviewed judgment in making decisions.

4. Composes correspondence in accordance with standard procedures without instructions or review.

5. Answers telephone and refers callers to appropriate persons or departments.

6. Answers a wide variety of inquiries and complaints and arranges for investigation of inquiries by appropriate departments.

7. Explains routine policies and procedures to the general public or personnel of other city departments.

8. Relieves superior of details of routine administrative matters; transmits orders and instructions from superior to other departmental personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school with courses in stenography, typing and commercial subjects, supplemented by at least six years of progressively responsible general stenographic and office experience, including two years of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of business english and commercial arithmetic; modern secretarial procedures, practices and office equipment; principles of modern office operations and management; departmental programs, policies and operations with respect to functions performed.

Requires considerable ability to make sound work decisions in accordance with rules, regulations and departmental policies and procedures; maintain a wide variety of office records and reports of

CLASS TITLE: PRINCIPAL CLERK STENOGRAPHER (continued) CODE: 1450

some complexity; establish and maintain effective work relationships with other employees and the general public.

Requires sufficient skill in typing and shorthand to complete 60 net words per minute and 110 words per minute, respectively.

PROMOTIVE LINES:

To: Stenographic Secretary

From: Senior Clerk-Stenographer
School Secretary

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

1452 EXECUTIVE SECRETARY II

Definition: Under direction, performs highly specialized administrative secretarial services for one or more executive managers requiring the exercise of independent judgment on complicated and difficult administrative matters involving sensitive and confidential information; may supervise subordinate clerical personnel; and performs related duties as required.

Distinguishing Features: This is the journey-level code in the Executive Secretary series. It is distinguished from the next higher code, 1454 Executive Secretary III, which is the most advanced in the secretarial series. The Executive Secretary III typically performs personal and confidential secretarial work for the highest level of executive management staff and uses the broadest level of independent judgment, decision-making and action.

Supervision Exercised: A 1452 Executive Secretary II may supervise a moderate-sized group of subordinate clerical personnel; and performs related duties as required.

Examples of Important and Essential Duties: According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. May take and transcribes dictation of a highly confidential and/or critical nature.
2. Types, word processes, edits and composes a variety of letters, memoranda and reports; prepares agenda; transcribes minutes.
3. Develops, maintains, and manages various office/record systems.
4. Prepares summaries of reports, memoranda and documents for executive staff review.
5. Interprets administrative decisions and policies to staff, agencies and the public.
6. Examines, verifies, and organizes a variety of records and reports including budget documents.
7. Maintains appointment calendar for supervisor; makes business travel arrangements.
8. May assign and supervise the work of subordinate clerical staff.
9. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:

Knowledge of: current office practices, procedures and equipment; business English; spelling; arithmetic; office management and office/record systems.

DOCUMENTS DEPT.

AUG 11 1999

SAN FRANCISCO
PUBLIC LIBRARY

Ability to: plan, organize, coordinate and review the work of an executive office; exercise judgment in making decisions; handle administrative details independently, including the composition of letters, memoranda, and reports; establish and maintain harmonious working relationships with managers, city officials, employees, and public.

Skill to: type 55 net words per minute. May be required to take shorthand dictation or to type from machine transcription.

Experience and Training Guidelines:

1. Four years of professional secretarial experience comparable to City and County of San Francisco code 1446 Secretary II, encompassing editing and independently composing letters and other correspondence; researching, compiling, and organizing data from various reports; developing, maintaining and managing office/record systems; **OR**
2. Current provisional incumbency in City & County of San Francisco class 1452 Executive Secretary II; **AND**
3. Two years of experience with a contemporary word processing program such as Microsoft Word, WordPerfect, or Amipro; **AND**
4. Ability to type 55 words per minute net

Special Requirements:

Essential duties require the following physical skills and work environment: Ability to work in a standard office environment which may involve prolonged sitting, bending and operation of typing, word processing and other office equipment; and ability to work evening meetings.

Effective Date: 8/26/85

Amended Date: 7/23/99

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PRINCIPAL STENOGRAPHER, MAYOR'S OFFICE

CODE: 1453

CHARACTERISTICS OF THE CLASS:

Under direction, performs specialized and responsible stenographic and office work requiring the use of independent judgement in handling administrative problems; may supervise office personnel working on specific tasks; and performs related duties as required.

Requires responsibility for: Interpreting, carrying out, and enforcing existing methods and procedures in connection with the operations in the Mayor's Office; making regular contacts with the general public, other departmental personnel and representatives of outside organizations; preparing, checking, and maintaining confidential correspondence and related office records and reports.

EXAMPLES OF DUTIES:

1. Serves as a stenographer in the Mayor's Office as authorized by the Charter; takes confidential dictation and transcribes letters, reports, statements, memoranda, and other material of a difficult nature.

2. Answers the telephone, screens those calls not requiring the immediate attention of the Mayor and routes to appropriate persons or departments; transmits instructions from the Mayor to appropriate persons and departments; relieves the Mayor of details of routine administrative matters.

3. As directed, prepares correspondence relative to the social activities of the Mayor and his family; maintains files of the Mayor's personal correspondence and invitations.

4. May compose correspondence in accordance with standard procedures without instructions; explains office procedures to the general public and others; may supervise office personnel working on special projects.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school with courses in stenography, typing, and commercial subjects, supplemented by at least six years of progressively responsible general stenographic and office experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of business English, spelling, and arithmetic; modern secretarial procedures, practices, and office equipment; administration programs, policies, and operations with respect to functions performed.

Requires considerable ability to make sound work decisions in accordance with office policies and procedures; maintain a wide variety of office records and reports of importance confidentialness; exercise good judgement in handling the general public and others contacting the Mayor's Office.

Requires considerable skill in typing and shorthand.

PROMOTIVE LINES:

To: No normal lines of promotion - position exempt from examination

ADOPTED: May 25, 1970

THE HISTORY OF THE UNITED STATES

The history of the United States is a complex and multifaceted story that spans centuries. It begins with the indigenous peoples who lived on the continent long before the arrival of European settlers. The story of the United States is one of exploration, discovery, and the struggle for freedom and independence. The American Revolution was a pivotal moment in the nation's history, leading to the birth of a new nation. The years following the Revolution were marked by westward expansion and the growth of the American economy. The Civil War was a defining moment in the nation's history, leading to the abolition of slavery and the preservation of the Union. The 20th century saw the United States emerge as a global superpower, with significant involvement in World War II and the Cold War. The nation has continued to evolve and grow, facing new challenges and opportunities in the 21st century.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

1454 EXECUTIVE SECRETARY III

Definition: Under general direction, serves as personal and confidential secretary to the highest executive/management level in a city department; performs a wide variety of difficult and sensitive secretarial and administrative work involving a high degree of responsibility for public contact with governmental officials, citizens and other employees; and performs related duties as required.

Distinguishing Features: This is the most advanced level in the Executive Secretary series. A position in code 1454 Executive Secretary III is distinguished from 1452 Executive Secretary II by its use of the broadest level of independent judgment, decision-making and action while performing as personal confidential secretary to the highest executive/ management level.

Supervision Exercised: A 1454 Executive Secretary III may assign, supervise, and review the work of secretarial and clerical personnel.

Examples of Important and Essential Duties: According to the Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code are not intended to be an inclusive list.

1. May take and transcribe dictation of a highly confidential and/or critical nature.
2. Types, word processes, edits and composes a variety of letters, memoranda and reports; prepares agenda; transcribes minutes.
3. Develops, maintains, and manages various office/record systems.
4. Prepares summaries of reports, memoranda and documents for executive staff review.
5. Interprets administrative decisions and policies to staff, agencies and the public.
6. Examines, verifies, and organizes a variety of records and reports including budget documents.
7. Maintains appointment calendar for supervisor; makes business travel arrangements,
8. May assign and supervise the work of subordinate clerical staff.
9. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:

Knowledge of: current office practices, procedures and equipment; business English; spelling; arithmetic; office management and office/record systems.

DOCUMENTS DEPT.

AUG 11 1999

SAN FRANCISCO
PUBLIC LIBRARY

Ability to: organize, coordinate, and review the work of an executive office; assume responsibility and use judgment in representing, reflecting and carrying out program goals and mission of executive/ managers in situations requiring tact, diplomacy and poise; organize and handle administrative details independently; compose letters, memoranda, and reports; establish and maintain harmonious working relations with the general public and other employees.

Skill to: type 55 net words per minute. May be required to take shorthand dictation or to type from machine transcription.

Experience and Training Guidelines:

1. Three years of verifiable secretarial experience comparable to code 1446 Secretary II.
2. Ability to type 55 words per minute net with no more than a 10% error factor
3. Shorthand: some positions require shorthand

Substitution:

A recognized secretarial training program of 240 hours or the equivalent of 15 semester units in graded secretarial college units (proof of successful completion required at time of filing application) may substitute for up to six (6) months of the required experience.

Special Requirements:

Essential duties require the following physical skills and work environment: Ability to work in a standard office environment which may involve prolonged sitting, bending and operation of typing, word processing and other office equipment; and ability to work evening meetings.

Effective Date: 8/26/85

Amended Date: 7/23/99

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: APPOINTMENT SECRETARY
MAYOR'S OFFICE

CODE: 1456

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for preparing and maintaining the Mayor's appointment calendar; exercising supervision over the staff engaged in performing stenographic and secretarial work for the Mayor; keeping the Mayor on schedule; and performing related duties as required.

Requires responsibility for: co-ordinating, interpreting and carrying out existing policies and procedures relating to the scheduling of the Mayor's appointment calendar; exercising independent judgment and knowledge of current issues and appropriate protocol in connection with such scheduling.

EXAMPLES OF DUTIES:

1. Determines priority of appointments and engagements; prepares the Mayor's appointment calendar; dictates letters of acceptance or regret in response to invitations to the Mayor.
2. Supervises the scheduling of the Mayor's activities and ensures the maintenance of such scheduling through supervision of the Stenographic Secretary, Receptionist, usher and chauffeurs.
3. Attends meetings of Mayor's executive staff.

MINIMUM QUALIFICATIONS:

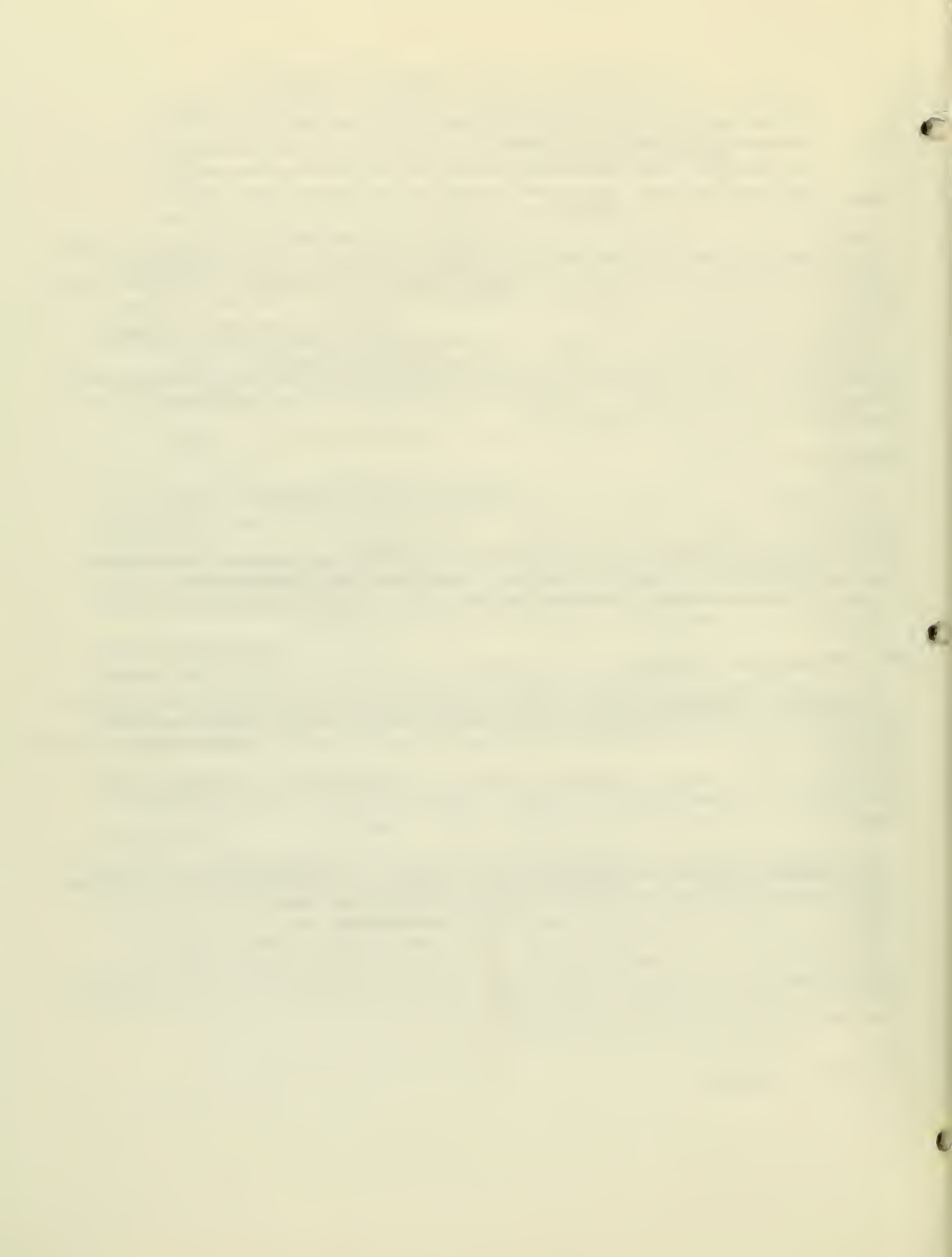
Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree with major course work in personnel, public relations, business or public administration or closely related fields.

Requires six years of administrative and executive experience in governmental operations and public relations work or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the community and its social, economic, and political composition; the relative importance of current issues facing the administration; the various local organizations and civic groups; appropriate protocol.

Requires skill and ability to: make sound independent judgments and decisions in connection with the scheduling of the Mayor's appointments; supervise subordinates in the maintenance of the Mayor's schedules; deal tactfully and effectively with individuals and groups seeking interviews with the Mayor.

ADOPTED: 10/29/64



(NEW CLASS)

Abolishes 1456 Appointment
Secretary, Mayor's Office

CLASS TITLE: APPOINTMENT SECRETARY TO THE MAYOR

CODE: 1457

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for preparing and maintaining the Mayor's appointment calendar; exercises supervision over a staff engaged in performing stenographic and secretarial work for the Mayor; keeps the Mayor on schedule; receives, screens, refers and drafts responses to correspondence for the Mayor; answers telephone calls for the Mayor, gives information to callers, may route calls and places outgoing calls for the Mayor; performs liaison work with various committees and groups; performs a wide variety of confidential and important secretarial work; and performs related duties as required.

Requires responsibility for: Coordinating, interpreting and carrying out existing policies and procedures relating to the scheduling of the Mayor's appointment calendar; exercising independent judgment and knowledge of current issues and appropriate protocol in connection with such scheduling.

EXAMPLES OF DUTIES:

1. Determines priority of appointments and engagements; schedules the Mayor's appointment calendar; dictates letters in response to invitations to the Mayor.
2. Supervises the scheduling of the Mayor's activities and ensures the maintenance of such scheduling through supervision of the stenographic secretary, receptionist, usher and chauffeurs; prepares and distributes the Mayor's daily schedule; arranges for appropriate representatives for the Mayor at civic functions when he is unable to attend.
3. Attends meetings of Mayor's executive staff; performs liaison work between the Mayor's office and various committees, associations and groups.
4. Performs important secretarial and administrative duties in connection with critical situations and emergencies.
5. Reads and routes incoming mail addressed to the Mayor; assigns letters to appropriate department heads or staff for response; personally consults with city officials on questions brought to the attention of the Mayor; prepares correspondence for the Mayor using independent judgment; handles all confidential and personal mail for the Mayor; may draft standard responses concerning subjects of general community interest.
6. Answers telephone calls for the Mayor, gives information to callers, may reroute calls and places outgoing calls for the Mayor.
7. Greets visitors and conducts them into the Mayor's office and makes introductions; maintains adherence to the daily appointment schedule by diplomatically reminding the mayor and visitors of the time.
8. Arranges for suitable official gifts and mementos; supplies the mayor with background material on meetings involving community problems.
9. Performs liaison work on behalf of the Mayor with various committees, associations, agencies and groups; in this connection, provides administrative-secretarial services related to preparatory and follow-up work; coordinates and advises on necessary details to achieve project objectives.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of a four-year college or university with a baccalaureate degree with major course work in business administration, public administration, social sciences, or the cultural fields is desirable.

Requires six years of secretarial administrative experience preferably in governmental operations; or an equivalent combination of training and experience.

CLASS TITLE: APPOINTMENT SECRETARY TO THE MAYOR

CODE: 1457

MINIMUM QUALIFICATIONS: (contd)

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: The community and its social, economic, and political composition; the relative importance of current issues facing the administration; the various local organizations and civic groups; appropriate protocol.

Requires skill and ability to: Make sound independent judgments and decisions in connection with the scheduling of the Mayor's appointments; supervise subordinates in the maintenance of the Mayor's schedules; deal tactfully and effectively with individuals and groups seeking interviews with the Mayor.

ADOPTED: 9/14/70

CLASS TITLE: LEGAL STENOGRAPHER

CODE: 1458

CHARACTERISTICS OF THE CLASS:

Under supervision, takes and transcribes legal dictation; performs responsible clerical duties in connection with a variety of legal processes; and performs related duties as required.

Requires responsibility for: making routine contacts with the general public and legal personnel in obtaining or furnishing information on legal matters; preparing important legal and confidential documents and reports.

EXAMPLES OF DUTIES:

1. Takes and transcribes a wide variety of legal dictation including pleadings, correspondence, miscellaneous agreements, contracts, ordinances, petitions, complaints and hearings; types legal opinions, documents and statistics from rough draft copy; types and assembles a variety of legal forms from outlined instructions or established procedures.
2. Cuts stencils for various forms, opinions, contracts, agreements and other legal purposes and assembles same for distribution.
3. May interview the general public and legal representatives and provide routine information on office procedures; maintains files and records of legal correspondence and documents.
4. Compiles documents necessary to processing juvenile court traffic cases; maintains follow-up on citations issued and initiates action as necessary; maintains records relative to juvenile traffic cases.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least two years of legal stenographic experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: legal forms, documents and terminology; forms and usage of English correspondence; modern office principles, practices and procedures.

Requires sufficient skill in typing and shorthand to complete 50 net words per minute and 110 words per minute respectively.

PROMOTIVE LINES:

To: Senior Legal Stenographer

From: Original entrance examination

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: LEGISLATIVE SECRETARY, BOARD OF EDUCATION

CODE: 1459

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs responsible legislative clerical work in the office in Sacramento in connection with the activities of the Legislative and Administrative Section, Legal Division, Board of Education; and performs related duties as required.

Requires responsibility for: Establishing liaison with other legislative offices in obtaining or furnishing information on legislative matters; answering inquiries regarding legislation in the absence of the Administrative Assistant; and preparing detailed and complex records, reports, and research projects, many of which are of a confidential nature.

EXAMPLES OF DUTIES:

1. Takes and transcribes difficult dictation consisting of technical legislative terminology related to the drafting and presentation of legislative programs.
2. Reads and reviews appropriate publications for action on bills of interest to the School District, including the introduction of new bills affecting education as well as notification and the transmittal of reports related to education to the legislature.
3. Maintains a calendar of legislative hearings related to the School District's interests; orders copies of bills and organizes such bills along with appropriate supportive materials for staff use at hearings; attends legislative committee hearings as directed; maintains notes and records on committee actions.
4. Establishes and maintains relationships with legislators' offices by telephone, correspondence, and personal contact on legislative matters of interest to the School District.
5. Acts as receptionist and answers questions of the general public, legislature representatives of the San Francisco School District and other school districts and representatives of other governmental agencies regarding functions of the office and the School District's official position regarding proposed legislation.
6. Organizes, indexes, files, locates and researches correspondence, opinions, legislative bill services and other materials relating to legislation; reviews and maintains files of senate and assembly bills; records and reports the progress of each bill of interest to the San Francisco Unified School District.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school or equivalent, supplemented by at least four years of progressively responsible stenographic or secretarial experience, including one year in an office which processes legislative matters; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: The legislative processes of California school districts; applicable laws and regulations; clerical and office techniques and procedures.

Requires considerable ability to prepare clear and concise reports; deal effectively and courteously with the staff of other legislative offices.

Requires sufficient skill in typing and shorthand to complete 50 net words per minute and 110 words per minute, respectively.

PROMOTIVE LINES:

To: No normal lines of promotion

ADOPTED: August 24, 1970

CLASS TITLE: SENIOR LEGAL STENOGRAPHER

CODE: 1460

CHARACTERISTICS OF THE CLASS:

Under general supervision, takes and transcribes extremely difficult legal dictation and/or is responsible for exercising supervision over a small staff of legal stenographers engaged in legal stenographic work; and performs related duties as required.

Requires responsibility for: explaining existing departmental methods and procedures to subordinate personnel; making occasional responsible contacts with the general public, other departments and outside agencies in obtaining and furnishing information on office matters; preparing detailed and complex records and reports, many of which are of a highly confidential nature.

EXAMPLES OF DUTIES:

1. Takes and transcribes difficult and confidential legal dictation relative to correspondence, assignments, petitions, briefs, legislative measures, leases, resolutions, agreements and ordinances; takes minutes of meetings, hearings and informal discussions for future references.

2. Maintains confidential records and files of legal matters.

3. Receives and distributes work to subordinate legal stenographers, outlining general instructions for its completion and reviews same for conformance to instructions.

4. Performs a wide variety of responsible clerical work in connection with the processing of legal forms, instruments and documents and is responsible that such processing conforms to all existing laws and regulations.

5. Maintains and supervises the maintenance of correspondence and other legal memoranda and data files.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least four years of progressively responsible legal stenographic experience, including some supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: legal forms, documents, terminology and legal proceedings; legal office techniques, procedures and methods; correct form and usage of English correspondence.

Requires ability to: supervise the work of subordinate personnel; deal effectively and courteously with the general public and legal representatives.

Requires sufficient skill in typing and shorthand to complete 50 net words per minute and 110 net words per minute respectively.

PROMOTIVE LINES:

To: Stenographic Secretary

From: Legal Stenographer

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PRINCIPAL LEGAL STENOGRAPHER

CODE: 1461

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises a large group of legal and non-legal clerical personnel in a City legal department; takes and transcribes legal dictation of a highly confidential nature; develops methods and procedures; performs highly specialized legal administrative work; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are designed to provide high level clerical supervision in the District Attorney's Office or other City legal department. This class is distinguished from class 1410 Chief Clerk by its responsibility for taking and transcribing highly confidential legal dictation and performing supervisory and administrative duties requiring expertise and knowledge of legal methods, procedures, laws, terminology and forms.

EXAMPLES OF DUTIES:

1. Takes and transcribes the most difficult and highly confidential legal dictation in the District Attorney's Office or other City legal department.
2. Supervises legal stenographic and other clerical functions in a City legal department; plans, assigns, trains and reviews the work of subordinate legal stenographers and clerical employees; administers a performance evaluation program for subordinate personnel.
3. Explains and interprets administrative decisions and policies as they apply to office operations; instructs office staff in policies and procedures in dealing with the public on matters requiring tact and sensitivity.
4. Maintains a wide variety of legal forms used in Civil and Criminal cases, ensures that sufficient quantities are available for legal staff; supervises the receipt, processing and filing of a wide variety of legal documents and papers.
5. Performs difficult and specialized legal clerical work requiring a knowledge of laws, regulations and legal terminology; assists in the development of new office procedures and methods.
6. Consults with and advises the general public, departmental officials, representatives of other public and private agencies in regards to specific functions and responsibilities of assigned office.
7. May assist in the preparation of budget estimates and reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school supplemented by at least seven years of progressively responsible legal stenographic experience, including three years of highly responsible supervisory experience; or an equivalent combination of training and experience.



CLASS TITLE: PRINCIPAL LEGAL STENOGRAPHER

CODE: 1461

MINIMUM QUALIFICATIONS: (continued)

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: legal office practices, procedures, and terminology; legal forms, documents and processes; methods in preparing legal documents from general instructions; rules and regulations pertaining to activities of assigned legal office.

Requires considerable ability to: supervise a moderate to large group of subordinates; instruct employees in legal office methods and procedures; maintain a balanced work load among subordinates; speak and write effectively.

Requires skill in typing and shorthand to complete 50 net words per minute and 110 net words per minute respectively.

PROMOTIVE LINES:

TO: Not determined

FROM: 1460 Senior Legal Stenographer

ADOPTED: 10-3-77

CHARACTERISTICS OF THE CLASS:

Under general supervision, takes and transcribes difficult, exacting medical dictation; assists in the maintenance of medical history and statistical records; and performs related duties as required.

Requires responsibility for: following standardized procedures and applying technical skill in the taking and transcribing of medical dictation involving an understanding of medical terminology; making regular contact with the general public, staff physicians, private physicians, hospitals, clinics, and representatives of other outside agencies and groups to exchange confidential and personal medical information; preparing and maintaining important detailed and complex medical and related records and reports.

EXAMPLES OF DUTIES:

1. Takes and transcribes medical dictation relating to medical reports and correspondence from administrative and medical staff personnel, consulting physicians, and others, involving the understanding and use of medical, surgical and diagnostic terminology.

2. Prepares medical abstracts from patients' charts in response to inquiries from private physicians, hospitals, clinics, insurance companies, attorneys and other private and public medical agencies, indicating results of laboratory tests, special tests, X-ray findings, operations performed, diagnoses, pathological findings, and other pertinent information.

3. Prepares difficult and complex periodic and special reports pertaining to hospitalization and medical matters, including lengthy medical documents; assembles and prepares lengthy and technical public health reports and information.

4. Conducts special and statistical research concerned with patient records, history and treatment; compiles information and composes related narrative reports for approval.

5. Maintains detailed medical file of correspondence, medical summaries, reference materials, and conferences; maintains subject and patient indexes to all material; maintains list of medical health magazines and books; maintains record of medical and hospital correspondence, forms, and regular and special reports.

6. May be required to perform duties involving knowledge of forms and procedures applicable to the disposition of deceased patients.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by either two years of medical clerical experience involving medical dictation, typing and other work providing basic understanding of medical terminology and procedures, or satisfactory completion of a recognized course in medical stenography.

Knowledge, Abilities and Skills: Requires good knowledge of: medical terminology and basic medical procedures and practices; modern office methods and procedures.

CLASS TITLE: MEDICAL CLERK-STENOGRAPHER (continued)

CODE: 1464

Requires ability to: understand and follow complex oral and written instructions; maintain complex medical records and prepare reports from such records; establish and maintain effective working relationships with physicians, other employees, patients, and the general public.

Requires sufficient skill in typing and shorthand to complete 50 net words per minute and 110 words per minute respectively.

PROMOTIVE LINES:

To: Principal Clerk Stenographer

From: Original Entrance Examination.

(NEW CLASS)

CLASS TITLE: MEDICAL STENOGRAPHIC SECRETARY

CODE: 1465

CHARACTERISTICS OF THE CLASS:

Under direction, performs difficult medical secretarial work in a major bureau of the Central Office of the Health Department; coordinates and supervises the activities of subordinate clerical personnel; prepares correspondence of a technical nature; reviews clerical procedures of the bureaus and recommends on improvements; performs related duties as required.

Requires responsibility for: Interpreting, executing, enforcing, and coordinating methods and procedures used in the clerical operations of a Health Department unit; making frequent responsible contacts with physicians, medical institutions and the general public in connection with the operations of the bureau; directing and reviewing the preparation and maintenance of important operational records and reports.

EXAMPLES OF DUTIES:

1. Takes and transcribes extensive confidential and specialized medical dictation; composes and processes correspondence for medical administrators of the department; causes the issuance of legal orders of isolation and performs follow-up with legal authorities; maintains records of patients under legal order of the court.

2. Assists in the budget preparation for the Tuberculosis Control Bureau as well as the preparation of separate budgets for state and federally funded projects; contacts vendors of medical equipment and drugs; interviews vendors or their representatives with respect to the purchase of equipment and drugs.

3. Supervises a group of clerical employees engaged in the maintenance of complex medical records of patients of the Health Department and associated health agencies; coordinates and integrates the clerical and technical record keeping activities at the various clinics, the Central Office of the Health Department, and the main Chest Clinic; relieves superior of details of routine administrative matters; transmits orders and instructions from superior to other departmental personnel.

4. Maintains patient statistics necessary for submission of required reports to the California State Health Department; keeps statistics on drug inventory; patients visits and census necessary for submission to the federal authorities; maintains inventory of all equipment, medication and supplies ordered from federal funds; prepares requisitions for a variety of medical and related supplies.

5. Replies to inquiries from the general public, private physicians, outside health institutions or agencies relative to a variety of administrative and procedural matters of the bureau; receives visitors, patients and their families and informs them of the operation of the bureau.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school with courses in stenography, typing and related subjects; at least six years of progressively responsible stenographic experience, at least three years of which must have been in a medical setting and at least one year of which must have involved the supervision of subordinate clerical personnel or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: Modern office practices, procedures, appliances, business English, spelling and arithmetic; office management; requires a complete knowledge of medical secretarial

(NEW CLASS)

CLASS TITLE: MEDICAL STENOGRAPHIC SECRETARY

CODE: 1465

MINIMUM QUALIFICATIONS: (contd)

practice, especially medical terminology and some knowledge of modern medical procedures, especially as they relate to the treatment of tuberculosis.

Requires considerable ability to: Exercise good judgment in making decisions; handle routine administrative details independently, including the composition of letters and memoranda; establish and maintain harmonious working relationships with the general public and other employees.

Requires sufficient skill in typing and shorthand to complete 60 net words per minute and 110 words per minute, respectively.

PROMOTIVE LINES:

From: 1464 Medical Clerk Stenographer

To : To be established

ADOPTED: 11/4/68

CLASS TITLE: METER READER

CODE: 1466

CHARACTERISTICS OF THE CLASS:

Under general supervision, reads water meters in an assigned district and records consumption in field books; makes inspections and reports of defective or hazardous water department installations and facilities in the adjacent areas; and performs related duties as required.

Requires responsibility for: following established meter reading methods and procedures and for explaining existing rules and regulations to consumers and others; making regular contacts with the general public, consumers and property owners or their representatives for obtaining or furnishing routine information; keeping routine meter reading records and inspectional reports. Nature of duties requires sustained physical effort involving considerable walking, bending and stooping on repetitive operations involving manual dexterity and occasional exposure to minor accident hazards and disagreeable elements.

EXAMPLES OF DUTIES:

1. Reads and records amount of water consumption at consumer premises in an assigned district and computes consumption since previous reading; notifies consumers of unusual high consumptions; when unable to make personal contact, leaves memorandum report; advises billing department of situations when returning completed field book; interprets water department rules and regulations to consumers or others, as required.

2. Observes unusual conditions found while in the field, including exceptional water usage, theft of water, reversed meters, illegal turn-ons, no-go meters, broken meter box covers, broken meter dials, broken glass covers, need for uncovering and raising or lowering of meter box, broken curbs and sidewalks adjacent to meter boxes, leaks in mains and services and in meter couplings; prepares and submits standard report of conditions found.

3. May, in a limited capacity, perform duties of a water serviceman; interviews consumers; inspects premises to determine reasons for large or small water consumptions; tests meters to determine if properly functioning; makes related report of findings and conclusions.

4. Assists in instructing and training new meter readers in field duties and related inspectional work and in field testing methods and procedures.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by one year of experience within the last three years in work involving clerical and/or inspectional duties; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: water connections, meters and services; street names and locations in the city; water department rules and regulations.

Requires ability to: perform simple arithmetic calculations; meet and deal courteously with many individual consumers, tenants and property owners.

CLASS TITLE: METER READER (continued)

CODE: 1466

PROMOTIVE LINES:

To: Water Meter Serviceman
Water Services Clerk

From: Clerk
Original Entrance Examination

DOCUMENTS DEPT.
1000 1300
CLASSIFICATION
1468

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: WATER SERVICES CLERK

CODE: 1468

CHARACTERISTICS OF THE CLASS:

Under supervision, performs specialized clerical duties in the commercial office of the Water Department in establishing and maintaining consumer services and in auditing consumer water billings; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is distinguished from other clerical classes by its responsibility for preparing, checking and processing important detailed operational and technical records pertaining to numerous consumer services of the water department. It is distinguished from the next higher level of 1478 Senior Water Services Clerk in that the promotive class performs more responsible and difficult assignments and may exercise supervision over the 1468 Water Services Clerk.

EXAMPLES OF DUTIES:

1. Receives telephone, mail and over-the-counter requests for opening, discontinuing, increasing, decreasing or installing new water services, and other related matters; receives telephone complaints about dirty water, breaks in service, no water, poor supply and other complaints; takes necessary action to follow-up and remedy each situation.
2. Writes orders to servicemen and to yard office to effectuate service turn-ons, closing meter readings, service shut-offs, meter-sets and resets, new service installations, service retaps and abandonment of existing service; in the absence of the Senior Water Services Clerk receives emergency service calls and dispatches orders to radio-equipped mobile unit.
3. Furnishes information in response to inquiries from plumbers, contractors, realtors, consumers and other parties, basing replies on operating procedures, records, department rules and regulations, plumbing code, and other sources.
4. Determines required size of meter and water service for new installations or increased demand for present installations based on number and type of fixtures on the premises.
5. Pre-audits meter-read books and post-audits consumer water billings to detect discrepancies; on basis of findings, orders meters out of service because of apparent defective or faulty operation; recognizes meters that apparently are slowing down and issues necessary change orders.
6. Averages and estimates consumer bills in cases when meters are found defective or in faulty operation; pro-rates consumer bills on the basis of past histories, water usage, comparisons of performance or newly installed meters to assure equitable charges.
7. Authorizes check readings to be made in the field in questionable cases when determinations cannot be made from pre-auditing of meter field books; issues inspection orders in situations where unusual or abnormal water uses are indicated; subsequently reviews and analyzes field inspection reports to assure proper charges and billing to consumers concerned.
8. Computes and prepares the necessary billing data for closed, unusual or special billing; initiates correspondence to consumers explaining abnormally large water bills or other discrepancies as situations may require.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including or supplemented by commercial or business courses. Requires at least three year's experience within the last five years in various water department clerical, inspectional, billing or bookkeeping

CLASS TITLE: WATER SERVICES CLERK

CODE: 1468

MINIMUM QUALIFICATIONS: (Cont.)

operations; or an equivalent combination of training and experience in a large public or private utility or business establishment.

Knowledge, Abilities and Skills: Requires good knowledge of: water department rules, regulations and rates; the water distribution system, various types of consumer services and related meter reading and billing procedures.

Requires ability to: deal in a friendly and co-operative manner with individual consumers; process various types of consumer service requests from inception to completion; exercise independent judgement.

PROMOTIVE LINES:

To: 1478 Senior Water Services Clerk

From: 1466 Meter Reader
1630 Account Clerk

AMENDED: 6-4-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SERVICES AND SUPPLY ASSISTANT SUPERVISOR

CODE: 1470

CHARACTERISTICS OF THE CLASS:

Under direction, assists in exercising responsibility for the administration and supervision of the activities and personnel of the services and supplies section of the water department commercial division, including the processing of applications for new services, discontinuance of services, maintenance of related consumer services, files and records; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures; making regular contacts with consumers, consumer representatives, and others in furnishing or obtaining information and explaining specialized rules, regulations and procedures; requires supervisory responsibility for the preparation, checking and reviewing of important detailed consumer service records requiring a high degree of accuracy and completeness.

EXAMPLES OF DUTIES:

1. Assists in the general overall supervision of the services and supplies section, including water service inspectors, special inspectors, and field servicemen, as well as all regular office and clerical personnel; inspects completed work for accuracy, completeness and compliance with rules and regulations; reviews completed work orders from distribution division yard office prior to transmittal for billing and accounting purposes.

2. Determines locations and prepares orders for new water service installations based on contract awards in new subdivisions; determines required meter sizes for new service installations based on number and type of plumbing fixtures to be used on premises and in accordance with plumbing code requirements; checks map books, tap books and field books to obtain necessary information as to direction, measurements and location of meters and services for immediate emergency shutdown and repairs.

3. Provides information in response to inquiries from plumbers, contractors, realtors, consumers and others concerned in accordance with established operating procedures, records, rules and regulations and code requirements.

4. Receives telephone complaints concerning dirty water, breaks in service, no water, noisy meters, poor supplies, and other matters; takes necessary action to resolve each problem as situations may arise.

5. Determines necessity for and amount of deposit to be charged applicants for commercial services, considering such factors as past consumption, type of business, number of fixtures and payment record.

6. Receives telephone, mail and over-the-counter applications for opening, discontinuing, increasing, decreasing, or installing new water services, changing billing addresses, and other related matters.

7. Refers to map books, meter read books, master consumer card files and other records to determine present status of specific services, types of services, size of services, meter readings and water consumption; maps directions for established service taps and for new service taps and for location of premises and fixtures for specific service.

CLASS TITLE: SERVICES AND SUPPLY ASSISTANT SUPERVISOR
(continued)

CODE: 1470

8. Writes orders for field servicemen and yard office concerning service turn-ons, closing bill meter readings, service shut-offs, meter sets and resets, new services and installations, service retaps, abandonment of service and other related matters.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including or supplemented by commercial and business courses. Requires at least seven years of experience within the last ten years in various clerical, inspectional and commercial operations in the water department; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: water department rules, regulations and rates; the water distribution system, various types of consumer services and related meter reading and billing procedures.

Requires ability to deal in a friendly and cooperative manner with individual consumers and the general public; assist in organizing and supervising the activities of an important organizational unit dealing with water consumers and services.

PROMOTIVE LINES:

To: Services and Supplies Supervisor

From: Chief District Water Serviceman

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ELECTIONS WORKER

CODE: 1471

CHARACTERISTICS OF THE CLASS:

Under supervision, is assigned to the elections logistics division of the office of the Registrar of Voters-Recorder; assists in the location and contracting of polling places and the acquisition and distribution of election equipment and supplies; receives, handles and controls voter ballots; assists in supervising personnel in the repair of voting devices; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a beginning level classification responsible for carrying out assignments pertaining to the logistical coordination of elections. The incumbent reports to the Elections Logistics Assistant Supervisor.

EXAMPLES OF DUTIES:

1. Locates and contracts for over 900 polling places in the City and County of San Francisco.
2. Assists in the acquisition of and distributes materials, supplies and equipment required for each polling place during an election.
3. Operates trouble-shooting teams; dispatches teams to polling places to resolve election-related logistical problems.
4. Inspects, repairs, adjusts and generally maintains voting devices.
5. Assists in training and supervising temporary election workers employed during election periods.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high-school, supplemented by at least two years of experience in a position requiring extensive public contact; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of the geographical make up of the City and County of San Francisco and its relationship to the various electoral districts.

Requires ability to supervise, inspect and review the work of others; make prompt and sound decisions; deal tactfully with subordinates.

Requires considerable skill in dealing effectively and tactfully with the general public.

PROMOTIVE LINES:

TO: 1473 Elections Planning Assistant Supervisor

FROM: Original Entrance Examination

ADOPTED: 12-19-77

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ELECTIONS WORKER

CODE: 1471

CHARACTERISTICS OF THE CLASS:

Under supervision, is assigned to the elections logistics division of the office of the Registrar of Voters-Recorder; assists in the location and contracting of polling places and the acquisition and distribution of election equipment and supplies; receives, handles and controls voter ballots; assists in supervising personnel in the repair of voting devices; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a beginning level classification responsible for carrying out assignments pertaining to the logistical coordination of elections. The incumbent reports to the Elections Logistics Assistant Supervisor.

EXAMPLES OF DUTIES:

1. Locates and contracts for over 900 polling places in the City and County of San Francisco.
2. Assists in the acquisition of and distributes materials, supplies and equipment required for each polling place during an election.
3. Operates trouble-shooting teams; dispatches teams to polling places to resolve election-related logistical problems.
4. Inspects, repairs, adjusts and generally maintains voting devices.
5. Assists in training and supervising temporary election workers employed during election periods.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high-school, supplemented by at least two years of experience in a position requiring extensive public contact; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of the geographical make up of the City and County of San Francisco and its relationship to the various electoral districts.

Requires ability to supervise, inspect and review the work of others; make prompt and sound decisions; deal tactfully with subordinates.

Requires considerable skill in dealing effectively and tactfully with the general public.

PROMOTIVE LINES:

TO: 1473 Elections Planning Assistant Supervisor

FROM: Original Entrance Examination

ADOPTED: 12-19-77

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SERVICES AND SUPPLY SUPERVISOR

CODE: 1472

CHARACTERISTICS OF THE CLASS:

Under general direction, exercises responsibility for the administration and supervision of the activities and personnel of the services and supplies section of the water department commercial division, including the processing of applications for new services, discontinuance of services, and the maintenance of related consumer services, files, and records; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policies, rules and regulations; making regular contacts with consumers, consumer representatives and others, in furnishing or obtaining information or explaining specialized rules, regulations and procedures; requires overall supervisory responsibility for the preparation, checking, and review of important, detailed consumer service records requiring a high degree of accuracy and completeness.

EXAMPLES OF DUTIES:

1. Supervises the processing of applications for installation of all new services and the maintenance of complete records of services already installed, including specific tap directions, map books and other service records.

2. Supervises the turn-ons and discontinuance of services and inspections for no water, inadequate supply, dirty water, poor pressure and other complaints; supervises the processing of orders for new services, including size of meters and other factors to adequately meet the demand of all installations; is responsible for the lay-out of services, installation patterns in new subdivisions in accordance with maps submitted by developers; confers with engineers, contractors and others concerned as to availability of mains, pressure, size of services and other details.

3. Supervises the marking of maps for the city engineer's office for all newly paved streets showing water services installed and other information regarding underground facilities of other utilities.

4. Is responsible for furnishing vital information to operating personnel concerning service installations of abandoned properties and inactive services which might cause leaks in buildings or underground and damage to public or private property; is responsible for maintenance of complete service records of active and inactive services and their locations and the maintenance of related maps on which such services are recorded.

5. Is responsible for the maintenance of consumer meter card files which contain a record of consumers' payments, credits and related information; determines credit rating of new consumers and amount of deposit to be charged, if required.

CLASS TITLE: SERVICES AND SUPPLY SUPERVISOR
(continued)

CODE: 1472

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including or supplemented by commercial and business courses. Requires at least ten years of experience within the last twelve years in various clerical, inspection and commercial operations in the water department, at least three years of which shall have been in a responsible supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: water department rules, regulations and rates; the water distribution system, various types of consumer services and related meter reading and building procedures.

Requires considerable ability to deal in a friendly and cooperative manner with individual consumers and the general public; organize and supervise the activities of an important organizational unit dealing with water consumers and services.

PROMOTIVE LINES:

To: Assistant Manager, Commercial Division

From: Services and Supply Assistant Supervisor

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ELECTIONS PLANNING ASSISTANT SUPERVISOR

CODE: 1473

CHARACTERISTICS OF THE CLASS:

Under general supervision, assists in supervising the activities of the elections logistics division of the Office of the Registrar of Voters-Recorder; locates and contracts for polling places; assists in the acquisition and distribution of election equipment and supplies; assists in supervising the receipt and control of ballots; assists in the establishment and maintenance of precinct boundaries; assists in supervising personnel in the repair of voting devices; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a single position classification with primary responsibility for assisting in the supervision of activities of the elections logistics division of the Office of the Registrar of Voters-Recorder. The incumbent reports directly to the Elections Planning Supervisor and represents him or her and the Registrar of Voters-Recorder in matters pertaining to logistical coordination of elections.

EXAMPLES OF DUTIES:

1. Assists in supervising the activities of personnel assigned to the elections logistics division of the Office of the Registrar of Voters-Recorder.
2. Locates and contracts for over 900 polling places in the City and County of San Francisco.
3. Assists in planning, directing and coordinating the acquisition and distribution of materials, supplies and equipment required for each polling place during an election.
4. Assists in maintaining records and maps pertaining to congressional, State Senatorial, Assembly, BART, and county Supervisorial districts.
5. Assists in supervising the operation of trouble-shooting teams; dispatches teams to polling places to resolve election-related logistical problems.
6. Assists in supervising the work of personnel engaged in the inspection, repair, adjustment and general maintenance of voting devices.
7. Assists in the recruitment, training and supervision of temporary election workers employed during election periods.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high-school, supplemented by at least three years of progressively responsible experience in a position requiring extensive public contact, including one year of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of the geographical make up of the City and County of San Francisco and its relationship to the various electoral districts.

CLASS TITLE: ELECTIONS PLANNING ASSISTANT SUPERVISOR

CODE: 1473

MINIMUM QUALIFICATIONS: (continued)

Requires ability to supervise, inspect, and review the work of others; make prompt and sound decisions; deal tactfully with subordinates.

Requires considerable skill in dealing effectively and tactfully with the general public.

PROMOTIVE LINES:

TO: 1475 Elections Planning Supervisor

FROM: 1471 Elections Worker

ADOPTED: 12-19-77

MAY 17 2023

SAN FRANCISCO
PUBLIC LIBRARYCITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**JOB CODE TITLE: CLAIMS PROCESS CLERK****JOB CODE: 1474****Business Unit: COMM**

Definition: Under supervision, the Claim Process Clerk performs a variety of specialized clerical duties in connection with claims processing matters. The essential functions of this job include: processing personal injury, property damage, procurement, employment claims, accident reports and other indemnification claims; compiling and evaluating claims; referring to standard claim text for proper coding of accident and claim information; contacting claimants as needed; creating, maintaining and updating files to ensure that accurate data is kept on claims status; and responding to inquiries made by phone or in person by city employees, claimants, attorneys and other interested individuals concerning claims matters.

Distinguishing Features: The Claims Process Clerk job code is distinguished from the 1476 Senior Claims Process Clerk in that the latter performs more difficult and responsible tasks related to claim processing duties including the analysis of accident reports than those assigned to incumbents in this job code.

Supervision Exercised: None

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Processes personal injury, property damage, procurement, employment claims, accident reports, and other indemnification claims by entering information manually and/or electronically into coding systems; and ensures that information is entered accurately.
2. Compiles and evaluates claims by verifying information, status and completeness of claims to ensure their conformance to rules and limitations of the prescribed internal coding system and the Bureau of Management Information System (BMIS).
3. Refers to standard texts for proper coding of accident and claim information by researching central control logs and various internal liability claims management records to insure that accident and incidents have been properly matched to avoid duplication; when claims are incomplete, contacts claimants to obtain needed/missing information on claims.
4. Creates, maintains and updates files according to established internal departmental procedures by using chronological, and alphabetical filing systems either manually and/or electronically to ensure that accurate data is kept on claims status; updates records to show claims information at various stages of processing.

JOB CODE TITLE: CLAIMS PROCESS CLERK

JOB CODE: 1474

Business Unit: COMMN

5. Responds to phone and claims inquiries from city employees, claimants, attorneys and other interested individuals concerning various claims matters such as, explaining procedures for filing claims, gathering additional information on claims, and provide accurate information about claim status.
6. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:

Knowledge of: claims processing, filing systems and basic math.

Ability to: apply techniques and information related to claims processing; operate personal computer; communicate verbally and in writing; proofread records and documents; and interact effectively and courteously with staff and the public.

Experience and Training Guidelines:

Experience: Two (2) years of verifiable experience in processing claims such as insurance, accident reports, disability, personal injury, property damage and other indemnification claims. (Experience must have been gained within the last ten (10) years); AND ability to type/keyboard 30 words per minute.

ADOPTED: 3/11/68

AMENDED: 4/28/00

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

CLASS TITLE: SENIOR CLAIMS PROCESS CLERK

CODE: 1476

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs difficult and involved claim processing duties including the analysis of accident reports for determining subrogation on medical and industrial accident claim matters; and performs related duties as required.

Requires responsibility for: carrying out and interpreting policies, methods and procedures relating to the processing of medical and industrial accident claims; making regular contacts with hospitals, doctors, members of the system, and other interested parties to exchange information and explain and interpret procedures and regulations regarding processing of medical or industrial accident claims; the preparation of difficult medical and/or industrial accident claim reports and the analysis of claim records and related reports to determine proper action to be taken within the limits of laws, rules and regulations governing such claims.

EXAMPLES OF DUTIES:

1. Analyzes injury or accident claims involving employees injured in accident cases or suffering an illness or injury due to the act of another person to determine if subrogation is involved; checks accident reports; makes determination that subrogation is involved and sets up subrogation file; refers difficult involved subrogation matters to supervisor for determination; notifies interested parties that expenditures caused by the accident or injury must be taken into consideration when settlement is made; records and audits subrogation payments to determine that correct reimbursement for all medical or surgical payments is made.

2. Maintains records in connection with on the job disability cases and carries out negotiations with the industrial accident commission, correspondence with physicians, referees, letters to employees, and other interested parties.

3. Maintains records of city and county employees who are confined to hospitals as a result of injuries while in the performance of duties; makes entries on records involving posting of all pertinent information regarding dates of admission and discharge, nature of injury, and name of doctor in charge.

4. Makes appointments with specialists for patients reporting new injuries and gives current history on present condition and opinion as to whether or not condition is due to injury received in performance of duty; makes appointments with claim doctors regarding reoccurrence of injury; contacts injured persons regarding follow-up examination; corresponds with doctors requesting progress reports on patients.

5. Makes determination as to amount of money paid on medical and disability claims.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by five years of progressively responsible clerical and office experience relating to industrial accident and medical insurance claims.

CLASS TITLE: SENIOR CLAIMS PROCESS CLERK (continued) CODE: 1476

Knowledge, Abilities and Skills: Requires considerable knowledge of medical and industrial accident procedures; good knowledge of: medical terminology including some familiarity with the human anatomy, surgical procedures and legal terminology.

Requires ability to: deal courteously, effectively and tactfully with a variety of individuals including occasional discussions with mentally disturbed persons; keep accurate, complete, detailed medical and/or industrial claims, reports and records; operate common office machines and equipment.

PROMOTIVE LINES:

To: Principal Clerk

From: Claims Process Clerk
Senior Clerk

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR WATER SERVICES CLERK

CODE: 1478

CHARACTERISTICS OF THE CLASS:

Under direction, performs difficult, responsible and specialized clerical duties in the commercial division of the water department in connection with establishing and maintaining consumer water service; may exercise supervision over personnel engaged in performing various aspects of this work; and performs related duties as required.

Requires considerable responsibility for: interpreting, enforcing and carrying out existing policies, rules, regulations and procedures relative to division operations; making regular contacts with other departmental personnel and the general public in connection with water department activities; preparing and maintaining a wide variety of complex records, reports, and documents relative to commercial division operations.

EXAMPLES OF DUTIES:

1. Plans, assigns and reviews the work of water service clerks and related personnel in the receipt of applications for service installations, including payments for cost of service, deposits for service installation and guarantee deposits; assigns, checks and reviews the work of district water servicemen to assure performance and compliance with orders issued.

2. Reviews, tabulates, adjusts, collection station remittances; maintains record of collections, postage and check payments for monthly collection station services; interviews and instructs collection station personnel.

3. Maintains and keeps up-to-date statistics on all sources of department collections; coordinates and computes daily information as to the collection department's operations for monthly and annual reports; checks, proves and disburses monthly carfare, telephone and parking meter expense vouchers submitted by the department's employees.

4. Discusses consumers ledger accounts with consumers, as necessary; audits consumer billings as to service charges, water charges, minimum billing and total billing control; maintains related records;

5. Posts debits and credits to suspense account and maintains suspense balance; posts allowances, transfers, debits, credits to active accounts and suspense accounts; maintains customers guarantee deposit account, general office over-payments and refund adjustments.

6. Calculates involved resale customer accounts billing, including demand charges; consolidates billing and related procedures; maintains necessary records.

7. Is responsible for the tabulation of daily payments; makes control audit sheets for account clerks; performs involved clerical duties in relation to collection procedure on closed accounts; maintains tabulations on resale customers accounts and maintains records of department operations.

8. Is responsible for involved clerical work in connection with meter changes, found-ons, split bills and related clerical work pertaining to commercial division operations.

CLASS TITLE: SENIOR WATER SERVICES CLERK
(continued)

CODE: 1478

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least four years of progressively responsible clerical and office experience, preferably including some supervisory experience, particularly as required in the commercial division; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of modern clerical and office methods, practices, procedures, rules and regulations, water rates, departmental operations, policies and methods.

Requires ability to: plan, assign, organize and review clerical and office activities; make difficult arithmetical calculations; maintain charts and reports; deal effectively and courteously with employees, customers and the general public; supervise subordinates effectively.

Requires skill in the application of modern office methods, techniques and procedures to practical clerical and office problems as they particularly apply to commercial division, water department problems and procedures.

PROMOTIVE LINES:

To: Principal Water Services Clerk

From: Water Services Clerk

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PRINCIPAL WATER SERVICES CLERK

CODE: 1480

CHARACTERISTICS OF THE CLASS:

Under direction, is responsible for supervising the activities of subordinate water service personnel engaged in various and important work in the maintenance of consumer service and fiscal records and related activities of the commercial division in connection with establishment of consumers' credit, current accounts, closed accounts and collections; and performs related duties as required.

Requires major responsibility for interpreting, enforcing and carrying out existing policies, rules and regulations and applicable rates as they relate to consumers' accounts, collection procedure, credits and closed accounts; making regular and important contacts with other departmental personnel, the general public and outside organizations in connection with commercial division activities.

EXAMPLES OF DUTIES:

1. Plans, assigns, supervises and is responsible for the work of subordinate personnel to assure conformance with existing policies, procedures, rules and regulations, rates and their proper interpretation as they apply to consumers' accounts.
2. Supervises and is responsible for the preparation and maintenance of a wide variety of records and reports including important statistical reports and records on commercial division activities and operations.
3. Performs difficult clerical work involving the exercise of individual judgment and a knowledge of applicable laws, rules and regulations, rates and departmental procedures.
4. Answers inquiries of the general public, either by telephone, letter or personal interview; answers departmental inquiries relating to water department activities; assists in resolving a wide variety of problems and complaints.
5. Reviews daily activities and resolves day-to-day problems as they apply to division activities; and as encountered by subordinate personnel.
6. Is responsible for instructing new personnel in office activities and procedures; supervises in-service training for assigned activities.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least six years of progressively responsible and diversified experience in the commercial division of the water department, including at least two years of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires extensive knowledge of: modern clerical and office methods, procedures and techniques; the use of common office appliances and equipment; departmental organization, and applicable laws, policies, water rates, rules and regulations, particularly as they apply to water department commercial division operations.

Requires ability to: plan, organize, supervise, and be responsible for the work of subordinate personnel; exercise good judgment in procedures and also in explaining and resolving disputes and differences arising with customers, the general public and other departmental

CLASS TITLE: PRINCIPAL WATER SERVICES CLERK
(continued)

CODE: 1480

personnel; deal effectively and courteously with consumers, organizations and the general public.

Requires considerable skill in the application of modern office practices and procedures to practical commercial division operations and problems.

PROMOTIVE LINES:

To: Commercial Division, Assistant Manager

From: Senior Water Services Clerk

CLASS TITLE: EDUCATIONAL CREDENTIALS TECHNICIAN

CODE: 1486

CHARACTERISTICS OF THE CLASS:

Under direction, performs specialized and highly responsible clerical duties in the processing of applications for educational credentials and certification; interviews and advises teachers and applicants on applicable state and county rules and policies; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing established practices relating to the processing of credential applications; making continuous contacts with teachers and applicants requesting information or assistance; preparing, checking and reviewing important documents and maintaining accurate unit records.

EXAMPLES OF DUTIES:

1. Interviews and advises teachers and applicants regarding requirements for state educational credentials; interviews prospective teachers and present employees regarding city and state rules and regulations for certification and retirement.
2. Processes and mails credential applications to the state department of education for approval or rejection; types and mails credential expiration notices to teachers.
3. Reviews all appointments and transfers for certification authorization; analyzes education and experience of applicants; interprets codes and rules and approves or disapproves appointments based on certification standards.
4. Corresponds with applicants and teacher training institutions regarding requirements and educational courses for certification; issues county preliminary certificates for student teachers; issues county temporary certificates; witnesses legal documents, oaths, affidavits, permits and verifications.
5. Maintains individual form cards on teachers with records of state credentials, name changes, retirement, resignation and dismissal.
6. Attends annual state board of education meeting on credential regulations, and prepares a comprehensive report of such meeting for the department.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by five years of progressively responsible clerical experience related to the processing and maintenance of personnel records, preferably including experience relating to teachers; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of modern office methods and practices; laws and regulations applicable to the requirements for teaching certification.

Requires ability to: interpret legal codes, rules and regulations relating to the granting of educational credentials and school certification procedures; establish and maintain friendly and cooperative relations with applicants, other departmental personnel and outside agencies.

CLASS TITLE: EDUCATIONAL CREDENTIALS TECHNICIAN (cont.) CODE: 1486

PROMOTIVE LINES:

To: Chief Clerk

From: Principal Clerk

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FINANCIAL AIDS ASSISTANT

Code: 1487

CHARACTERISTICS OF THE CLASS:

Under direction, performs responsible technical duties in the Financial Aids office in determining students' eligibility for financial assistance; makes financial awards in accordance with State and Federal guidelines; and performs related duties as required.

DISTINGUISHING FEATURES:

This class is distinguished from other classes responsible for eligibility determination by the status of applicants, type of programs administered, and methods of determining eligibility. An employee in this class deals exclusively with students attending City College or other programs administered by the College District. They are required to be familiar with diverse and complex State and Federal regulations and exercise independent judgment in their application.

EXAMPLES OF DUTIES:

1. Interviews students and determines their financial needs; processes individual applications for assistance.
2. Determines what type of award or financial assistance, if any, students are eligible to receive; sends award letters to recipients.
3. Coordinates arrangements for government or bank loans for students whose expenses cannot be met by other means of financial assistance; acts as intermediary in the disbursement of such loans.
4. Evaluates the changing financial needs of students and their continued eligibility for financial aid.
5. Advises and counsels students regarding acceptable grade-point averages, required course loads and attendance requirements that must be maintained to establish and continue eligibility for financial aid.
6. Compiles statistical data for submission by the Financial Aid Officer to sponsoring agencies; writes and maintains report files on each student who receives financial assistance.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of two years of college with major course work in business.

Requires two years of responsible technical experience dealing with financial determinations in a college financial aids program, social service agency, lending institution, or similar agency or institution; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: Basic accounting and fiscal reporting procedures; principles and techniques of interviewing; State and Federal guidelines for the granting of aid to students.

Requires ability to: Interpret and apply complex laws, regulations, policies and procedures regarding student financial aid; exercise independent judgment in granting awards; deal effectively with students, staff and representatives of governmental agencies; write reports.

Requires skill in making arithmetical computations used in needs analysis.

PROMOTIVE LINES:

To : No normal lines of promotion
From: Original entrance examination

Adopted: 9/16/74

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TECHNICAL INSTRUCTIONAL ASSISTANT -
STUDENT PERSONNEL SERVICES

CODE: 1488

CHARACTERISTICS OF THE CLASS:

Under direction, performs responsible and highly technical duties in a college admissions office in the evaluation of all transfer students; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing established policies relating to the evaluation of credits; making continuous contacts with counselors and students regarding students' credits and courses; directing the preparation and review of students' programs and the adjudication of matters involving duplication of credit.

EXAMPLES OF DUTIES:

1. Certifies candidates for graduation; and candidates for honors.
2. Interviews and advises students encountering problems concerning graduation; serves as liaison officer between counselors and students.
3. Adjudicates problems involving duplication of credit, conflicts in courses, satisfaction of prerequisites.
4. Supervises, reviews and controls the programs of candidates for graduation, especially those requiring adjustments in current program or grade point average.
5. Exercises final authority in the interpretation of college regulations governing the evaluation of transcripts upon matriculation and candidacy for graduation.
6. Supervises clerical personnel in the maintenance of the current list of graduates; mailing of degrees; notification of certification for or denial of petition for graduation.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: the principles, practices and routine procedures in a college admissions office; evaluation criteria and methods.

Requires ability to: interpret rules and regulations governing graduation procedures and credit evaluation policies at various colleges; establish and maintain friendly and cooperative relations with counselors, students and other departmental personnel and outside agencies.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination

Adopted 6/27/63

CLASS TITLE: ASSISTANT REGISTRAR, ADMINISTRATIVE
(CITY COLLEGE)

CODE: 1489

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, performs responsible administrative duties in connection with budgetary, purchasing, clerical and other specialized activities of the Registrar's Office, City College; supervises the maintenance and custody of the records of students applying for admission and registering at the College; acts for the Registrar in his absence; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policy, methods and procedures related to general office activities of the Registrar's Office, City College, and assists in developing responsible contacts with school administrators, faculty, counselors, students, and the general public in connection with various operations of the College; preparing, checking and reviewing statistical reports of attendance, enrollment and other reports and records.

EXAMPLES OF DUTIES:

1. Supervises, assigns and reviews the work of a clerical staff engaged in general office activities; evaluates new or improved systems and office procedures and makes recommendations thereon; installs new procedures when approved; distributes work loads within office to avoid concentrated pressures.
2. Assists the City College Registrar with budget requests for new equipment, supplies and printed forms needed to increase efficiency.
3. Oversees student laboratory assistants; trains subordinate personnel.
4. Personally interviews students and general public in difficult situations in an attempt to maintain good public relations.
5. Assists in the preparation of a variety of statistical reports required by city, state and federal agencies and the administrative offices of City College for use in planning teacher load, buildings requirements, teacher recruitment, out-of-state and out-of-district billing.
6. Handles special problems on graduation petitions and evaluations in a liaison capacity with students and counselors.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, preferably with major course work in the field of education. Requires at least five years of responsible clerical and/or office administrative experience, preferably in a Registrar's Office of a college.

Knowledge, Abilities and Skills: Requires considerable knowledge of: the procedures involved with setting up and maintaining the records of students planning to enter the college, in actual attendance at the college and also records of former students which must be available for review of investigating governmental agencies and various administrative offices of this college.

Requires the ability to supervise, train and evaluate the work of a group of subordinates engaged in general office activities; gather and analyze facts and interpret and apply rules to specific situations; deal courteously, tactfully and effectively with subordinates, administrators, students and the general public.

PROMOTIVE LINES:

To : No normal lines of promotion

From: Original entrance examination

ADOPTED: July 6, 1967

CLASS TITLE: MESSENGER CENTER SUPERVISOR

CODE: 1490

CHARACTERISTICS OF THE CLASS:

Under general supervision, directs the personnel, operations and procedures of the hospital messenger center; supervises and dispatches the transporting of patients, equipment, materials and supplies to and from various wards and specific departments, supervises the sorting and delivery of mail; and performs related duties as required.

Requires responsibility for carrying out and explaining methods and procedures to a number of subordinate employees; making routine contacts with employees in various departments; keeping routine records and simple reports of time and work done.

EXAMPLES OF DUTIES:

1. Supervises the messenger center personnel, operations and procedures; answers telephone calls and dispatches employees to render requested services in the pick-up or delivery of various items, material, supplies and equipment.

2. Dispatches employees to make special deliveries of such as certified and registered letters and packages.

3. Supervises the receipt and delivery of physicians' personal baggage, also distribution of doctors' mail.

4. Supervises and dispatches the handling and transportation of patients from various wards to specific departments for observation and treatment.

5. Keeps record of individual employee's time and makes specific work assignments; maintains records of work performed, inventories and similar records.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of experience in a large public or private institution in performing general office clerical duties involving supervision of subordinates, or an equivalent combination of training and experience.

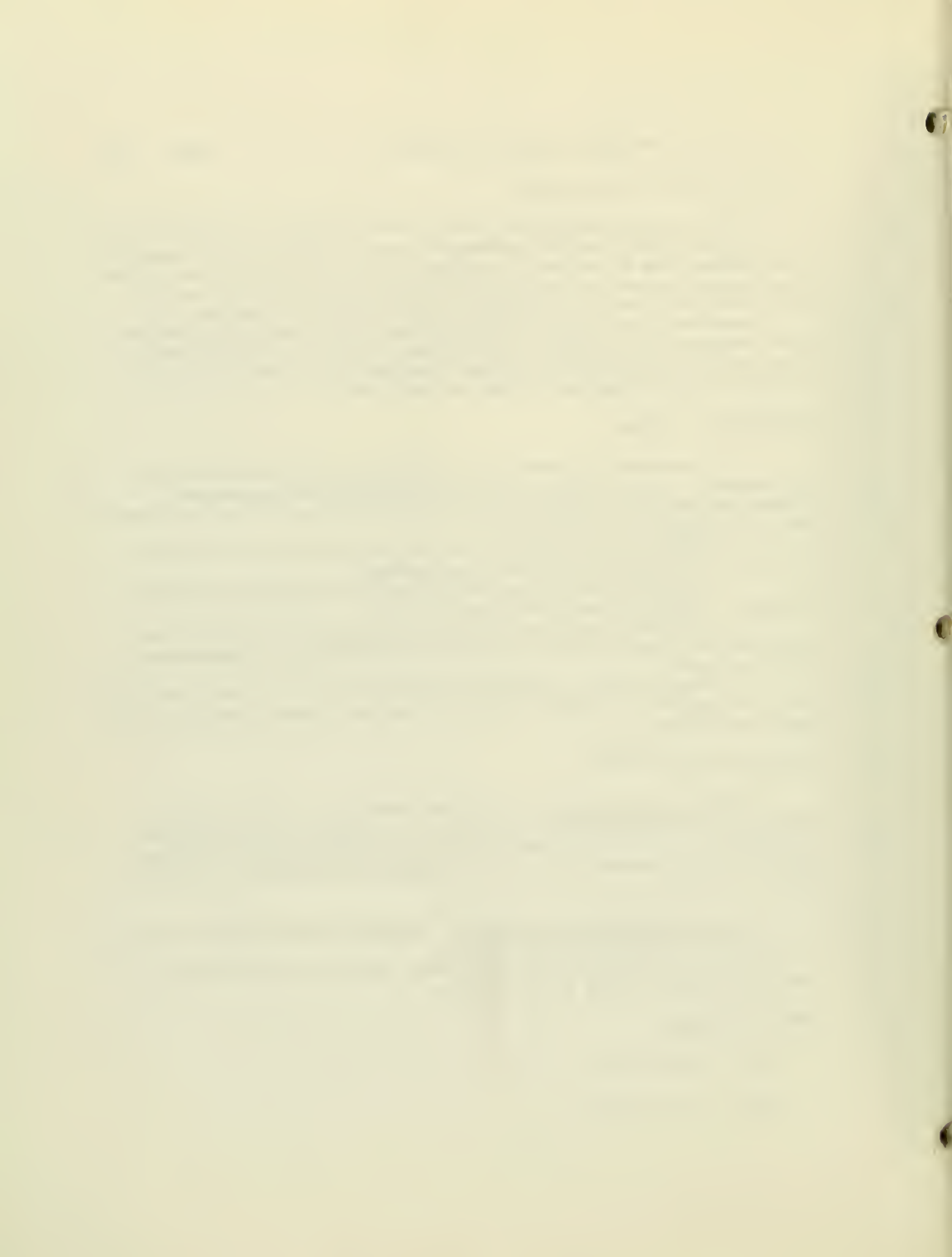
Knowledge, Abilities and Skills: Requires some knowledge of over-all hospital functions and activities.

Requires the application of clerical and supervisory skills to establish work routines and procedures.

PROMOTIVE LINES:

To: Chief Clerk

From: Senior Clerk



SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: ASSOCIATE REGISTRAR,
SAN FRANCISCO JUNIOR COLLEGE DISTRICT

CODE: 1491

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, acts as the principal assistant to the Registrar in supervising the operations of the Registrar's office at the City College; performs responsible administrative duties in connection with budgetary, purchasing, clerical and other specialized activities; supervises the maintenance and custody of the records of students applying for admission, transfer, and registering at the College; prepares statistical information for the administrative, research and instructional staffs and for the Superintendent of the San Francisco Junior College District, for the chief administrator of the college and other public agencies; acts for the Registrar in his absence; and performs related duties as required.

Requires responsibility for: Carrying out, interpreting, coordinating and enforcing existing policy, methods and procedures related to general office activities of the Registrar's office, San Francisco Junior College District, and assists in developing responsible contacts with school administrators, faculty, counselors, students, and the general public in connection with various operations of the college; preparing, checking and reviewing statistical reports of attendance, enrollment and other reports and records.

EXAMPLES OF DUTIES:

1. Supervises, assigns and reviews the work of a staff engaged in general office activities; distributes work loads within office to avoid concentrated pressures; evaluates new or improved systems and office procedures and makes recommendations thereon; installs new procedures when approved.
2. Prepares budget requests for new equipment, supplies and printed forms needed to increase efficiency.
3. Assists in the preparation of a variety of statistical reports required by city, state and federal agencies and the administrative offices of the San Francisco Junior College District for use in planning teacher load, building requirements, teacher recruitment, out-of-state and out-of-district billing.
4. Assists in the preparation of grade-point averages for candidates for membership in fraternities and sororities, candidates for scholarships, graduation with honors and athletes who wish to establish eligibility for interscholastic competition.
5. Performs the following duties in connection with graduation: Receive petitions for graduation; prepare the list of students who have qualified to be graduated and send notices to such students; notify students whose petitions for graduation have not been approved concerning the reasons for disapproval.
6. Handles special problems on graduation petitions and evaluations in a liaison capacity with students and counselors.
7. Personally interviews students and general public in difficult situations in an attempt to maintain good public relations.
8. Oversees student laboratory assistants; trains subordinate personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, preferably with major course work in the field of education. Requires at least five years of responsible clerical and/or office administrative experience, preferably in a Registrar's office of a college.

Knowledge, Abilities and Skills: Requires considerable knowledge of the procedures involved with setting up and maintaining the records of students planning to enter the college, in actual attendance at the college, and also records of former students which must be available for review of investigating governmental

CLASS TITLE: ASSOCIATE REGISTRAR,
SAN FRANCISCO JUNIOR COLLEGE DISTRICT

CODE: 1491

MINIMUM QUALIFICATIONS:

Knowledge, Abilities and Skills: (contd)

agencies and various administrative offices of this college.

Requires the ability to supervise, train and evaluate the work of a group of subordinates engaged in general office activities; gather and analyze facts and interpret and apply rules to specific situations; deal courteously, tactfully and effectively with subordinates, administrators, students and the general public.

PROMOTIVE LINES:

To : No normal lines of promotion

From: Original entrance examination

ADOPTED: 6/22/70

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

MAR - 1 2000

SAN FRANCISCO
PUBLIC LIBRARY**JOB CODE TITLE:** Assistant Clerk, Board of Supervisors**JOB CODE:** 1492**Business Unit:** COMMN**Definition:**

Under general supervision, the Assistant Clerk, Board of Supervisors performs complex and responsible legislative and administrative clerical/secretarial work in connection with the activities of one or more committees of the Board of Supervisors and performs other duties assigned. The essential functions of this job include: reviewing legislative files for accuracy and completeness; organizing and preparing agenda for committee meetings; preparing legal notices and official advertising; attending committee meetings, taking notes and preparing minutes; preparing legislation and other reports related to committee actions; organizing and updating official legislative files; conducting research and responding to requests from the public and other departments; performing data entry and database maintenance; supervising staff in the absence of Deputy Clerks; and providing assistance and training to newly appointed Assistant Clerks when necessary.

Distinguishing Features: The 1492 Assistant Clerk, Board of Supervisors is distinguished from the 1140 Deputy Clerk of the Board of Supervisors in that the latter performs more complex administrative responsibilities, such as scheduling and coordinating work assignments and has overall supervisory and training responsibilities for a work unit.

Supervision Exercised: May supervise staff when necessary.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class are not intended to be an inclusive list.

1. Organizes and prepares agenda for committee meetings to meet legal and operational requirements.
2. Attends committee meetings, takes notes and prepares minutes.
3. Prepares legislation and other reports related to committee actions.
4. Organizes and updates official legislative files.
5. Conducts research and responds to requests from the public and other departments received in person, by phone, electronic mail or fax.
6. Reviews legislative files for accuracy and completeness.
7. Provides assistance and training to newly appointed staff when necessary.

JOB CODE TITLE: Assistant Clerk, Board of Supervisors

JOB CODE: 1492
Business Unit: COMMN

8. Supervises staff in the absence of Deputy Clerks.
9. Prepares legal notices and official advertising following specific timelines.
10. Performs data entry and database maintenance.
11. Performs other duties as required.

Job Related and Essential Qualifications:

Knowledge of the legislative process, parliamentary procedures, Board's Rules of Order, the Brown Act, City and State Codes.

Ability to understand, follow and explain legislation; communicate effectively and courteously with city officials and the general public; write reports and minutes in a clear, concise and effective manner using proper grammar, punctuation and vocabulary; operate a personal computer using a variety of software programs; prioritize work; pay attention to details; and assemble information and materials.

Training and Experience Guidelines:

Training and Experience: Five (5) years of secretarial experience, including at least one (1) year of experience performing high-level secretarial/administrative duties in a legislative body, such as the Board of Supervisors, City Council, City Commission or Board of Directors; and Ability to type 55 words per minute (net) and take notes to record the minutes of a committee meeting of the Board of Supervisors

Substitution: A baccalaureate degree from an accredited college or university in English, Public Administration, Journalism, Political Science, Business Administration, Urban Studies, or related field may be substituted for the two (2) years of the secretarial experience. No substitution may be made for the required one year of experience performing high-level secretarial/administrative duties in a legislative body.

Adopted: 1/12/61

Amended: 2/11/00

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONFIDENTIAL SECRETARY TO BUDGET DIRECTOR AND ANALYST

CODE: 1501

CHARACTERISTICS OF THE CLASS:

Under direction of the Budget Director and Analyst performs a wide variety of highly confidential clerical and stenographic duties; performs administrative duties including research incidental to the formulation of budget related recommendations and reports, general office management; and performs related duties as required.

DISTINGUISHING FEATURES: This is a one position class. In addition to complex, high level stenographic duties and supervision of the clerical staff, the incumbent facilitates the work of professional analysts in the Budget Bureau of the Board of Supervisors. Much of this work involves a high degree of confidentiality.

EXAMPLES OF DUTIES:

1. Takes and transcribes a wide variety of confidential dictation; types complex reports, memoranda and letters.
2. Attends regular and executive meetings of the Finance Committee of the Board of Supervisors; takes notes and prepares preliminary reports requested by the Committee.
3. Drafts and composes correspondence without instruction or review; drafts a variety of reports relative to special projects.
4. Performs research duties when requested by the Director and Analyst or by Associate Budget Analysts.
5. Receives telephone inquires and complaints from City offices, other jurisdictions, the press and the general public; explains and interprets decisions and policies concerning office activities, sometimes involving delicate matters.
6. Assigns, supervises and reviews the work of subordinate clerical personnel.
7. May be assigned on a temporary basis to assist an individual supervisor or his staff.

DESIRABLE QUALIFICATIONS:

Training and Experience: Completion of high school supplemented by a year of business college training.

Five years of progressively responsible clerical and office administrative experience; or an equivalent combination of training and experience.

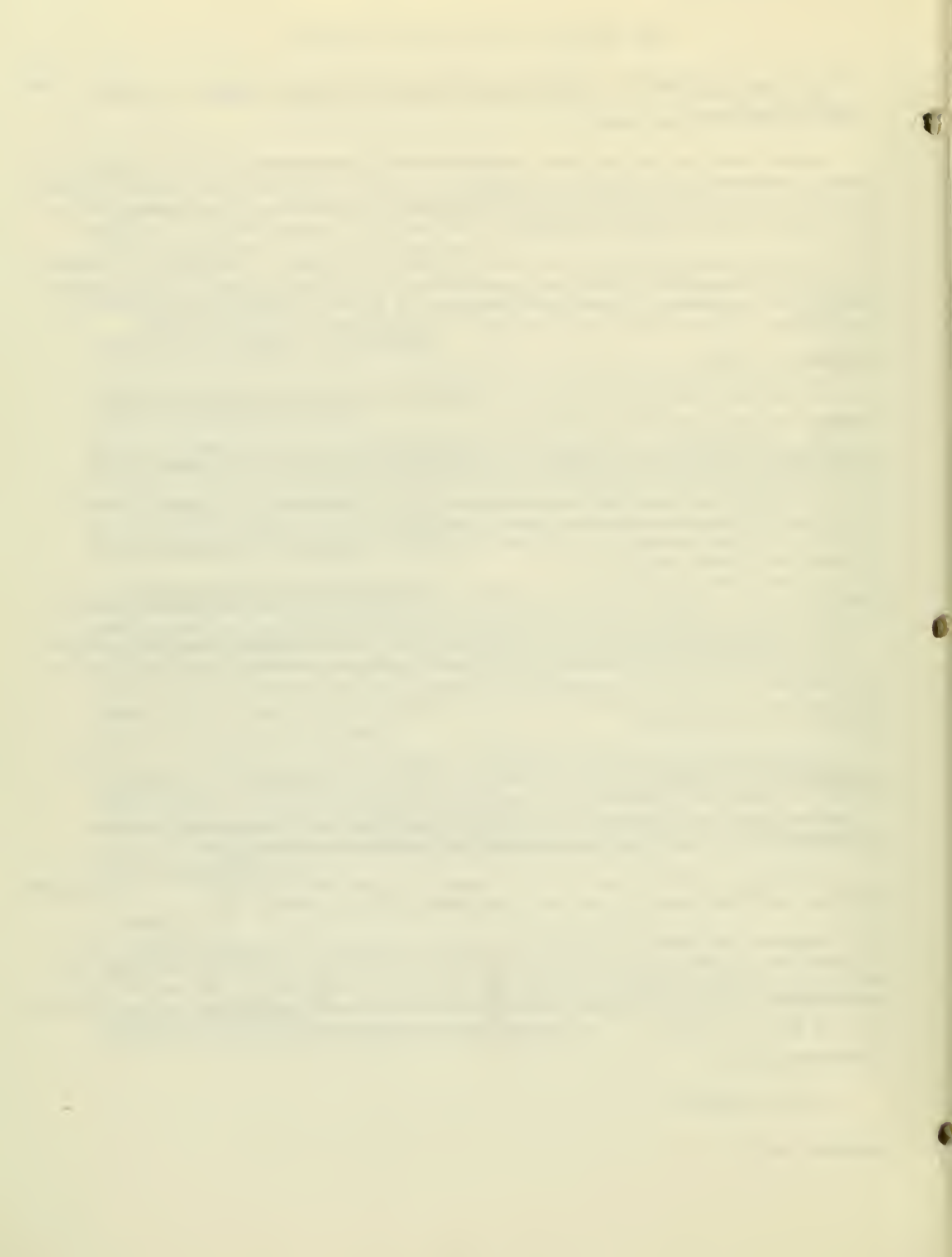
Knowledge, Abilities and Skills: Requires a working knowledge of: the budgetary process, city and county procedures, and modern office methods.

Requires considerable ability to: review, analyze, and answer requests for information on aspects of the budgetary process; take and transcribe shorthand notes with a high degree of speed and accuracy; prepare and maintain a wide variety of reports and records; deal effectively and courteously with officials, other employees and the general public.

PROMOTIVE LINES:

To be determined

ADOPTED: 8-1-77



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONFIDENTIAL SECRETARY TO DIRECTOR,
PARKING AUTHORITY

CODE: 1502

CHARACTERISTICS OF THE CLASS:

Under general direction, performs a wide variety of difficult and responsible stenographic and general clerical work, including work of a confidential nature; and performs related duties as required.

Requires responsibility for: explaining and carrying out existing methods and procedures relative to operations of the manager's office; making regular contacts with the general public, other departmental personnel and representatives of outside organizations in connection with office operations; accumulating, assembling and preparing a variety of ordinary and confidential records and reports.

EXAMPLES OF DUTIES:

1. Takes and transcribes a wide variety of routine and confidential dictation; prepares meeting agenda and records; takes and transcribes shorthand notes during meetings and conferences of the Parking Authority and prepares such notes for approval as the minutes of such meetings.
2. Serves as receptionist for the manager in answering telephone calls, receiving office callers and arranging appointment schedules; replies to oral and written inquiries.
3. Researches, prepares and assembles a wide variety of reports, articles and similar documents and records for the manager.
4. Stencils, proof reads, mimeographs and assembles a variety of reports, articles, speeches and other documents.
5. Maintains a wide variety of office records and files.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of business college training and five years of progressively responsible secretarial and clerical experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern office techniques and procedures and the use of standard office machines and appliances.

Requires considerable ability to: maintain a variety of detailed and complex records and select data and prepare complex reports; take and transcribe dictation with speed and accuracy; deal courteously and effectively with the general public.

Requires considerable skill in the use and operation of office machines and equipment.

PROMOTIVE LINES:

No normal lines of promotion - class exempt from examination

AMENDED: 2/18/65.

CLASS TITLE: CONFIDENTIAL SECRETARY TO SHERIFF

CODE: 1506

CHARACTERISTICS OF THE CLASS:

Under direction, performs a wide variety of secretarial and office tasks, some of which are of a confidential nature in connection with the operations of the sheriff's office; and performs related duties as required.

Requires responsibility for: interpreting and carrying out existing methods and procedures relative to the operations of the sheriff's office; making regular contacts with the general public, other departmental personnel and outside organizations and representatives in connection with sheriff's office operations; preparing and reviewing important operational and confidential records and reports.

EXAMPLES OF DUTIES:

1. Takes and transcribes routine office and confidential correspondence for the sheriff.
2. Maintains a variety of office files and records and prepares various reports on office operations.
3. Reviews and analyzes clerical and office methods and procedures and prepares recommendations for changes or installation of new procedures.
4. Is responsible for the preparation of time rolls and related documents for the sheriff's department.
5. Assists in the preparation of the annual budget for the department.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of business college training and five years of progressively responsible secretarial and office experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern office techniques, methods and procedures and the use of common office appliances; the rules, regulations, laws and ordinances applicable to the operations of the sheriff's office.

Requires considerable ability to: maintain complex office files and records and prepare related operational reports; take and transcribe shorthand notes with a high degree of speed and accuracy; deal effectively and courteously with the general public.

PROMOTIVE LINES:

No normal lines of promotion - class exempt from examination.

CLASS TITLE: CONFIDENTIAL SECRETARY TO PUBLIC DEFENDER CODE: 1510

CHARACTERISTICS OF THE CLASS:

Under direction, performs a wide variety of confidential and routine clerical and stenographic work for the public defender; supervises the activities of a small clerical staff engaged in office activities; and performs related duties as required.

Requires responsibility for: interpreting, carrying out and enforcing existing methods and procedures relative to the operation of the public defender's office; making regular contacts with other departmental personnel, the general public and outside organizations in providing information concerning the operations of the public defender's office; requires responsibility for preparing and reviewing important and detailed reports and records relative to office operations.

EXAMPLES OF DUTIES:

1. Takes and transcribes a wide variety of ordinary and confidential dictation involving legal terminology.
2. Serves as receptionist in receiving telephone calls and office visitors.
3. Prepares appointment schedules and maintains appointment calendar.
4. Assigns and reviews clerical and office tasks of subordinate personnel; is responsible for the maintenance of all office files and records.
5. Prepares and supervises the preparation of various departmental records and reports.
6. Transmits instructions from the public defender to other staff members.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of business college training and five years of progressively responsible secretarial and office management experience, preferably in the legal field; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern office operations, techniques and procedures and the use of common office appliances; legal terminology.

Requires considerable ability to: assign, supervise and review the work of subordinate personnel; maintain a wide variety of office records and prepare clear and concise operational reports; deal effectively and courteously with the general public; take and transcribe shorthand notes with a high degree of speed and accuracy.

PROMOTIVE LINES:

To: No Normal Lines of Promotion - Class Exempt From Examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONFIDENTIAL SECRETARY AND EXECUTIVE
ASSISTANT TO PUBLIC DEFENDER

CODE: 1512

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, serves as principal assistant to the Public Defender for administrative services including budgeting and fiscal functions, personnel administration, word processing and electronic legal services, and clerical support; performs confidential clerical and stenographic duties as needed; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a one position class under the direction of the Public Defender. The incumbent in this class is primarily responsible for coordinating the clerical and administrative functions of the Public Defender's Office, and performs high level stenographic duties when required. It is distinguished from positions in the Management Assistant and Administrative Analyst series by its responsibility for managing a variety of support functions within a complex legal environment.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Coordinates and participates in the activities of the administrative service areas of the department including budget and fiscal functions, personnel, word processing and electronic legal services, facilities requirements, purchasing, and clerical support services.

2. Meets regularly with the executive management and senior attorney staff to discuss ongoing programs and practices, and the formulation of new or revised policies and procedures; coordinates executive management decisions with subordinate personnel.

3. Supervises the clerical staff in the preparation of a wide variety of specialized legal reports and complex legal procedures; evaluates the support needs of attorney staff and utilizes clerical staff in the most efficient manner for these needs; trains clerical employees and others in office procedures; prepares procedure manuals.

4. Assists in the preparation and presentation of the budget; compiles budget estimates for the office; prepares budgetary justifications; maintains and controls authorized budgetary expenditures for equipment, supplies and other accounts.

5. Acts as liaison between the Public Defender and other city departments; meets and corresponds with individuals, outside organizations and the general public in connection with the activities of the Public Defender's Office

6. Takes and transcribes a wide variety of dictation often of a confidential nature; prepares appointment schedules and maintains appointment calendar.

CLASS TITLE: CONFIDENTIAL SECRETARY AND EXECUTIVE
ASSISTANT TO PUBLIC DEFENDER

CODE: 1512

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Requires knowledge of: the administrative operations of a large law office; the principles, practices and techniques of management and office procedures as they apply to a law office; legal terminology and filing requirements; transcribing equipment and modern office equipment.

Requires considerable ability to: plan, organize, train and supervise subordinate office personnel; review, analyze and make recommendations on office problems and operations; maintain a wide variety of office records and prepare complex reports; take and transcribe legal shorthand notes with a high degree of speed and accuracy; deal effectively and courteously with the general public and representatives of outside organizations and other legal agencies.

NOTE: Position exempt from examination under the provisions of Charter Section 3.406(b).

(Abolishes class 1510 Confidential Secretary to Public Defender)

ADOPTED: June 20, 1977

AMENDED: March 5, 1990

#4151c

CLASS TITLE: CONFIDENTIAL SECRETARY TO THE SUPERINTENDENT OF SCHOOLS

CHARACTERISTICS OF THE CLASS:

Under general direction, performs a wide variety of confidential, stenographic and administrative work for the Superintendent of Schools; supervises the activities of an office staff; and performs related duties as required.

Requires responsibility for: Coordinating areas of responsibility of the Superintendent's staff and carrying out and interpreting existing policies and procedures relative to the operations of the Superintendent's Office; making responsible contacts with administrators of federal, state and local educational and other agencies, the general public, other departmental personnel and various organizations and their representatives relative to providing information on the operations of the School District; the preparation, distribution and administrative management of the agenda for meetings of the Board of Education; preparing and reviewing important office operational records and reports.

EXAMPLES OF DUTIES:

1. Takes and transcribes a variety of confidential dictation.
2. Drafts and prepares a variety of reports and statements relative to the operations of the Superintendent's Office and the School District.
3. Transmits instructions from the Superintendent to other staff members; interprets and explains policies and procedures relative to School District operations.
4. Handles inquiries and complaints personally; routes such complaints and inquiries to proper sources for investigation and action and follows up on results.
5. Answers correspondence on matters delegated by the Superintendent; screens calls and makes appointments for the Superintendent, and keeps appointment calendar current.
6. Prepares and distributes the agenda for meetings of the Board of Education; makes all arrangements for special meetings of the Board, exchange of information between Board members, etc.
7. Assigns, supervises and reviews work of secretarial and clerical personnel in the Superintendent's Office.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of business college training and five years of progressively responsible secretarial and office management experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern office operations, techniques and procedures; the use of common office appliances, the policies, procedures and operations of the School District.

Requires considerable ability to: train, assign, supervise and review the work of subordinate personnel; deal effectively and courteously with departmental personnel, and the general public, and special interest groups; organize and maintain a wide variety of office records and files and prepare clear and concise operational reports; take and transcribe shorthand notes with a high degree of speed and accuracy.

PROMOTIVE LINES:

No normal lines of promotion - class exempt from examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: CONFIDENTIAL SECRETARY TO THE SUPERINTENDENT,
SAN FRANCISCO JUNIOR COLLEGE DISTRICT

CODE: 1516

CHARACTERISTICS OF THE CLASS:

Under direction, performs a wide variety of confidential, clerical, stenographic and administrative work for the Superintendent of the San Francisco Junior College District; exercises work direction over an office staff engaged in stenographic and clerical activities; supervises and/or prepares and distributes agenda notices, minutes and resolutions for the San Francisco Junior College District; and performs related duties as required.

Requires responsibility for: Carrying out and interpreting existing policies and procedures relative to the operations of the superintendent's office; making regular contacts with the general public, other departmental personnel and various organizations and their representatives relative to providing information on the operations of the superintendent's office; preparing and reviewing important office operational records and reports.

EXAMPLES OF DUTIES:

1. Takes and transcribes a variety of ordinary and confidential dictation; drafts and prepares a variety of reports and statements relative to the operations of the superintendent's office.

2. Transmits instructions from the superintendent to other staff members; interprets and explains policies and procedures relative to office operations.

3. Handles routine complaints personally or routes such complaints to proper sources for investigation and action.

4. Answers correspondence not requiring handling by the superintendent; receives calls and makes appointments for the superintendent and keeps appointment calendar current.

5. Assigns, supervises and reviews the work of secretarial and clerical personnel in the superintendent's office; analyzes office methods and procedures and recommends changes or installation of new procedures.

6. Prepares agenda for all meetings of the San Francisco Junior College District concerning personnel matters, finance and legal matters, special programs and other proposals and recommendations; may prepare correspondence for members of the District Board.

7. Supervises the processing of personnel documents and records; develops performance standards.

8. May conduct investigations and studies of administrative matters and prepare reports and recommendations to the superintendent.

MINIMUM QUALIFICATIONS:

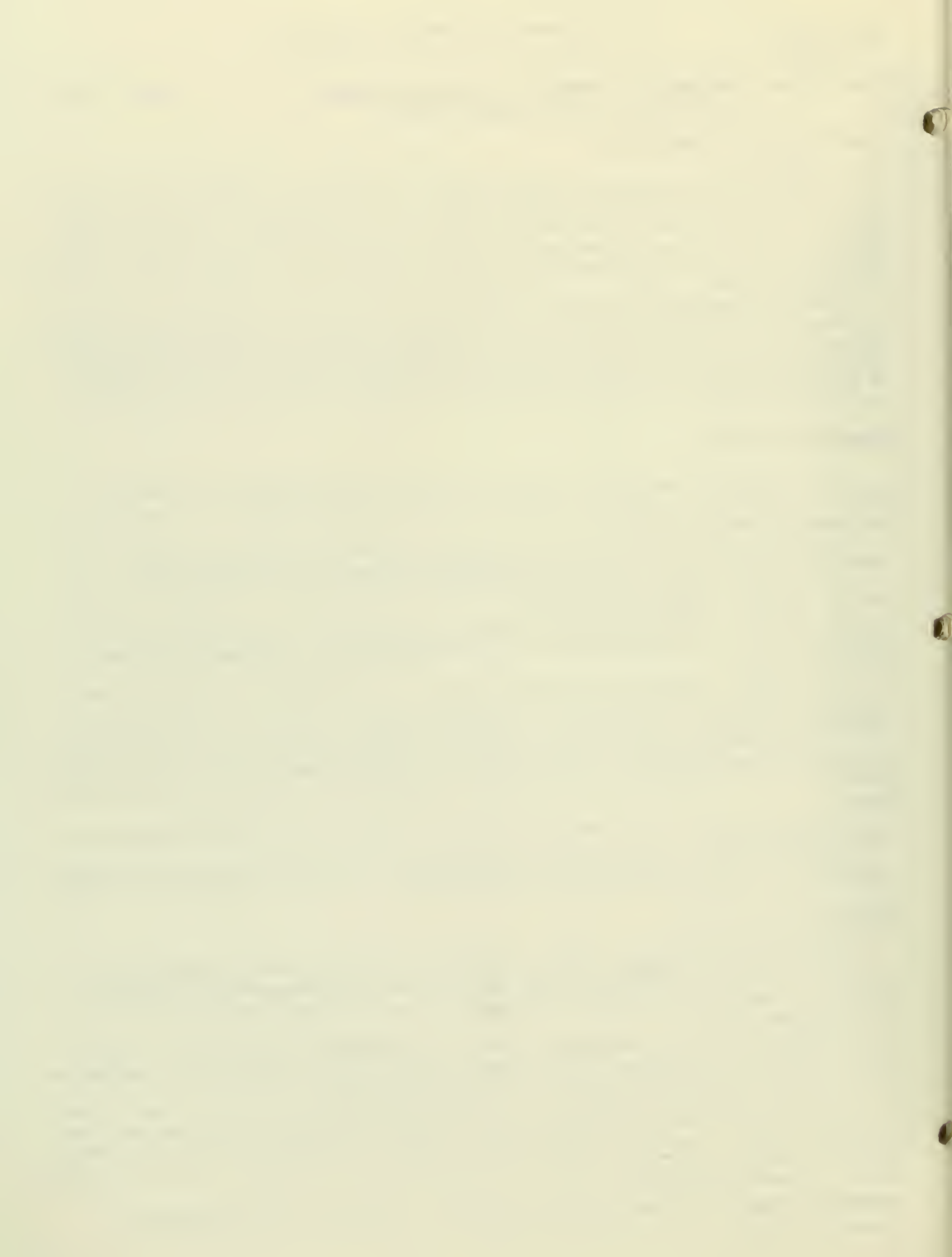
Training and Experience: Requires completion of high school, supplemented by two years of business college training and five years of progressively responsible secretarial and office management experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: Modern office operations, techniques and procedures, and the use of common office appliances; the policies, procedures and operations of the school system.

Requires considerable ability to: Assign, supervise and review the work of subordinate personnel; deal effectively and courteously with departmental personnel and the general public; maintain a wide variety of office records and files and prepare clear and concise operational reports; take and transcribe shorthand notes with a high degree of speed and accuracy.

PROMOTIVE LINES: No normal lines of promotion - class exempt from examination

ADOPTED: 6/22/70



CLASS TITLE: CONFIDENTIAL SECRETARY TO ASSESSOR

CODE: 1518

CHARACTERISTICS OF THE CLASS:

Under direction, performs a wide variety of administrative assignments for the assessor in connection with the operations of the assessor's office; and performs related duties as required.

Requires responsibility for: coordinating and interpreting existing methods and procedures relating to assessment and related activities and problems of the assessor's office; making regular contacts with the general public, other departmental personnel and outside organizations and their representatives in connection with the activities of the assessor's office; the preparation of a variety of records and reports including confidential reports on tax assessment and operational matters.

EXAMPLES OF DUTIES:

1. Makes confidential investigations covering assessment and related problems; makes special investigations as may be assigned by the assessor.
2. Acts for the assessor in interviewing tax payers and assisting in resolving their problems.
3. Performs research and analysis of a variety of problems relative to tax assessment activities.
4. Conducts correspondence and prepares reports as required by the assessor.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in public or business administration or closely related fields.

Requires five years of progressively responsible office and administrative experience, preferably including experience in governmental operations; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: modern office operations, methods, techniques, procedures and the use of common office appliances.

Requires ability to: meet and deal effectively and courteously with the general public and representatives of various organizations; analyze various problems and prepare sound written and oral reports on such problems.

PROMOTIVE LINES:

To: No Normal Lines of Promotion - Class Exempt From Examination

CLASS TITLE: CONFIDENTIAL SECRETARY TO DISTRICT ATTORNEY

CODE: 1520

CHARACTERISTICS OF THE CLASS:

Under direction, performs a wide variety of confidential and routine clerical and stenographic work for the district attorney; and performs related duties as required.

Requires responsibility for: interpreting and carrying out existing methods and procedures relative to the operations of the district attorney's office; making regular responsible contacts with other departmental personnel, the general public and outside law enforcement agencies in connection with office operations; preparing and maintaining important and detailed records and reports relating to cases handled by the district attorney's office.

EXAMPLES OF DUTIES:

1. Takes and transcribes a wide variety of ordinary and confidential dictation involving the use of legal terminology.

2. Transcribes indexes and files tape recordings relating to criminal cases handled by the district attorney's office.

3. Prepares and maintains confidential files and records relating to office operations.

4. Takes verbatim statements from individuals reporting confidential matters to the district attorney.

5. Prepares appointment schedules and maintains the district attorney's appointment calendar.

6. Transmits instructions from the district attorney to other departmental personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of business college training and five years of progressively responsible secretarial and office experience, preferably in the legal field; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of modern office practices, techniques and procedures and the use of common office equipment; legal terminology.

Requires considerable ability to: maintain a wide variety of confidential and ordinary office records and reports; deal effectively and courteously with the general public, other departmental personnel and law enforcement agencies; take and transcribe shorthand notes with a high degree of speed and accuracy.

PROMOTIVE LINES:

To: No normal lines of promotion - class exempt from examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: CONFIDENTIAL SECRETARY TO CITY ATTORNEY

CODE: 1522

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises the performance of a variety of administrative functions in the office of the City Attorney, including budgeting, personnel administration, and operational and procedural matters; coordinates and supervises various nonlegal activities in the office and performs related duties as required.

Requires responsibility for: Executing, interpreting and enforcing policies, methods and procedures related to the internal operations of the City Attorney's office; making responsible contacts with departmental personnel, representatives of outside departments and others; directing the preparation and maintenance of a variety of reports and records relative to the operations of the City Attorney's office.

EXAMPLES OF DUTIES:

1. Directs the activities of the clerical staff of the City Attorney's office; acts as liaison between the City Attorney and staff; reviews office procedures and recommends on improvements; plans and assigns the work of the clerical staff and instructs them regarding their duties.

2. Coordinates investigative work in connection with claims and suits against the city; supervises the presentation of city's case in small claims actions.

3. Represents the City Attorney on departmental matters not related to legal activities, such as personnel transactions, fiscal matters and other activities not related to legal work; recommends regarding improvements to physical plant, office equipment and supplies.

4. Supervises or personally performs the requisitioning of supplies and maintenance of inventories of supplies; may interview applicants for appointment to clerical positions; supervises the maintenance of personnel records and confers with the City Attorney regarding the progress of clerical probationary appointees.

5. Prepares and recommends on budget submittals and other appropriations; controls expenditures for the City Attorney's office, including contractual services, wages, and other accounts.

6. Prepares correspondence and answers requests for information on nonlegal matters; maintains statistics and inventory of cases handled by the City Attorney's office.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in public or business administration, or closely related fields.

Requires five years of progressively responsible clerical and office administrative experience, preferably of a legal nature, including two years of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities, and Skills: Requires considerable knowledge of: Modern office methods, procedures and administration; legal terminology, legal processes, and California codes, particularly civil procedure, Civil and Government.

Requires considerable ability to: Review, analyze and make recommendations on a variety of office problems and operations; plan, assign and direct the activities of subordinate personnel; deal effectively and courteously with the general public.

PROMOTIVE LINES:

To : No normal lines of promotion - position exempt from examination.

Amended: 11/19/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONFIDENTIAL SECRETARY TO THE
CHIEF ADMINISTRATIVE OFFICER

CODE: 1523

CHARACTERISTICS OF THE CLASS:

Under general direction, performs a variety of confidential, stenographic and administrative work for the Chief Administrative Officer; exercises considerable independent judgment in connection with complicated secretarial and administrative problems including making independent decisions and setting priorities in the scheduling of meetings with department heads, media representatives, government officials and foreign dignitaries; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a one position class under the direction of the Chief Administrative Officer which is exempt from the Civil Service provisions of the Charter. The incumbent in this class performs high level stenographic and administrative duties the nature of which are confidential and sensitive, and is also responsible for handling inquiries and complaints and for making appropriate administrative referrals to officials in eleven departments under the jurisdiction of the Chief Administrative Officer.

EXAMPLES OF DUTIES:

1. Takes and transcribes a variety of confidential dictation.
2. Screens all calls many of which are confidential.
3. Schedules social appointments with foreign dignitaries and governmental officials.
4. Schedules meetings with governmental officials, department heads, and media representatives and keeps appointment calendar current.
5. Handles inquiries and complaints personally.
6. Makes administrative referrals and transmits instructions from the Chief Administrative Officer to officials in departments under the jurisdiction of the Chief Administrative Officer.

DESIRABLE QUALIFICATIONS:

Training and Experience: Requires completion of courses in stenography, typing, commercial subjects and general office procedures including knowledge of filing systems supplemented by progressively responsible experience in executive secretarial work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: modern office practices, procedures and equipment, business English, spelling; and general government and municipal administration.

Requires considerable ability to: Exercise good judgment in making decisions; handle administrative details independently, including the composition of letters and memoranda; establish and maintain harmonious relationships with the general public and employees.

Requires skill in typing and shorthand.

Position exempted from Civil Service - Charter Section 3.201

NEW CLASS

ADOPTED: 1-7-80

CLASS TITLE: CONFIDENTIAL SECRETARY TO MAYOR

CODE: 1526

CHARACTERISTICS OF THE CLASS:

Under general direction, performs a wide variety of assignments for the mayor and/or his executive secretary in connection with the operations and responsibilities of the mayor's office; and performs related duties as required.

Requires responsibility for: interpreting, coordinating and carrying out existing policies and procedures relating to the activities of the mayor's office; making regular contacts with a variety of individuals concerning explanations and interpretations of activities of the mayor's office; gathering a variety of data and information and preparing a variety of related records and reports.

EXAMPLES OF DUTIES:

1. Carries out a wide variety of assignments in connection with public relations and administrative operations of the mayor's office.
2. Performs research on a wide variety of subjects and prepares written reports and recommendations in connection therewith.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in public or business administration or closely related fields.

Requires six years of progressively responsible administrative and office experience, preferably including experience in public relations and municipal government activities; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: public relations and office administration techniques and procedures; municipal government operations.

Requires unusual ability to: meet and deal effectively and courteously with the general public, other departmental officials and representatives of various civic and business organizations; review and analyze a variety of problems and projects and prepare sound written and oral reports and recommendations on such problems.

PROMOTIVE LINES:

No normal lines of promotion - class exempt from examination.

C. W. Hall

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: ADMINISTRATIVE SECRETARY

CODE: 1528

CHARACTERISTICS OF THE CLASS:

Under general direction, performs a wide variety of difficult and responsible administrative and stenographic work; exercises considerable independent judgment in connection with complicated secretarial and administrative problems, including work of a highly confidential nature; and performs related duties as required.

Requires considerable responsibility for: Coordinating, interpreting, explaining and carrying out existing methods and procedures relative to office operations; making regular responsible contacts with administrators of Federal, State and local agencies, City departmental personnel, various organizations and their representatives, and the general public; preparing, reviewing, and maintaining important operational and confidential records and reports relative to office activity.

EXAMPLES OF DUTIES:

1. Takes and transcribes a wide variety of difficult and confidential dictation, often of a highly technical nature; types memoranda, reports, and letters from rough draft copy; establishes and maintains a filing system for correspondence and technical material related to the functions and responsibilities of the office.

2. Drafts and composes correspondence without instruction or review; drafts and prepares a variety of narrative and statistical statements and reports relative to special projects; screens and handles inquiries and complaints; explains and interprets decisions and policies concerning office activities, sometimes involving delicate matters.

3. Reads, analyzes, and summarizes books, records and reports to facilitate the review and conserve the time of the executive to whom assigned; may research subject matters assigned by superior; reads, screens and routes incoming mail.

4. Screens calls and makes appointments for the superior; keeps his appointment calendar.

5. Prepares agenda and transcribes minutes of various meetings; provides administrative-secretarial services for special and regular meetings.

6. Gathers and provides information through administrators of Federal, State and local agencies, City department personnel, various organizations and their representatives and the general public; serves as liaison with the Board of Supervisors and the City Attorney's office in the exchange of information and/or the preparation of resolutions, ordinances and related documents.

7. May occasionally assign, supervise, and review the work of secretarial and clerical personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, with courses in stenography, typing and commercial subjects supplemented by at least 8 years of progressively responsible experience in general stenographic and office work; or an equivalent combination of training and experience.

CLASS TITLE: ADMINISTRATIVE SECRETARY

CODE: 1528

MINIMUM QUALIFICATIONS: (continued)

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: Modern office practices, procedures, appliances, business English, spelling and arithmetic; office management and governmental and municipal administration.

Requires considerable ability to: Exercise good judgment in making decisions; handle administrative details independently, including the composition of letters and memoranda; establish and maintain harmonious working relationships with the general public and other employees.

Requires sufficient skill in typing and shorthand to complete 60 net words per minute and 120 words per minute, respectively.

PROMOTIVE LINES:

To : No normal lines of promotion

From : 1452 Stenographic Secretary

ADOPTED: June 3, 1968

AMENDED: April 10, 1972

Class Ref -
out 1/6/75

CLASS TITLE: ADMINISTRATIVE ASSISTANT TO THE
STATE LEGISLATIVE REPRESENTATIVE

CODE: 1529

MAR 27 1975

SAN FRANCISCO
PUBLIC LIBRARY

CHARACTERISTICS OF THE CLASS:

Under general direction, provides assistance to the State Legislative Representative in the performance of a variety of responsible administrative and secretarial duties requiring considerable initiative and independent judgment; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a single position classification assigned in Sacramento to the Office of the State Legislative Representative. It is distinguished by the fact that its duties involve considerable use of tact, judgment and independent action in the performance of public contact, skilled secretarial and administrative duties connected with legislative matters on the State level which may involve the interests of the City and County of San Francisco.

EXAMPLES OF DUTIES:

1. Screens invitations and calls for the Legislative Representative; provides him with information on specific items relative to subject matter of meetings and conferences; assists in the preparation and planning of conferences, meetings and other activities; answers the telephone, meets the public and makes appointments for the Legislative Representative; handles those inquiries not requiring the personal attention of the Legislative Representative; maintains confidential and other office records and files.
2. Consults with office personnel of other Legislative Representatives in the exchange of information and the carrying out of programs and projects; furnishes information and explains policies and procedures on matters of mutual concern.
3. Maintains liaison with all department heads of the City and County of San Francisco, keeping them informed as to date and time of committee hearings on all legislation upon which the City and County of San Francisco has a position; maintains records of, and is responsible for monitoring, all legislative bills and amendments thereto affecting the interests of the City and County of San Francisco; sends copies of legislation and amendments to appropriate department heads.
4. Utilizing a knowledge of the type of bills that affect the City and County of San Francisco, and the subject matter jurisdiction of each committee of the Assembly and Senate, and determines which committee will consider any given bill; provides information on the membership of each committee and on the procedural rules of each house; serves as an information resource on the various aspects of the legislative process.
5. Maintains accounting and related records; arranges for purchase of office supplies and equipment and processes a variety of documents related to accounting and purchasing; maintains records of bookkeeping and purchasing activities.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school supplemented by seven years of increasingly responsible secretarial experience. At least five years of the above experience must have been in a position, the major duties of which involved secretarial and administrative work directly related to State legislative activities.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of legislative activities and procedures of the State of California; the organization and functions of the State Senate and Assembly and their committees; modern office practices, procedures, appliances, business English, spelling and arithmetic; office management and governmental and municipal administration.

Requires considerable ability to: Exercise good judgment in making decisions; handle administrative details independently, including the composition of letters and memoranda; establish and maintain harmonious working relationships with the general public and other employees.

Adopted: 1/6/75

JUL 18 1972

SAN FRANCISCO CIVIL SERVICE COMMISSION

SAN FRANCISCO
PUBLIC LIBRARY

(AMENDED)

CLASS TITLE: SECRETARY, FIRE COMMISSION

CODE: 1540

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, performs difficult and responsible office and administrative work in connection with the operations of the Fire Commission; plans, assigns, and manages the activities of subordinate clerical and accounting personnel; serves as secretary to the Fire Commission; monitors and coordinates the adaption of departmental procedures to computer applications; and performs related duties as required.

Requires responsibility for: Interpreting, coordinating, and carrying out methods and procedures relative to operations of Fire Commission office; making regular contacts with other departmental personnel, electronic data processing specialists, outside organizations and agencies and the general public relative to the operations of the Fire Commission office; overall supervisory responsibility for the preparation and maintenance of operational, financial, civilian personnel, and other pertinent records.

EXAMPLES OF DUTIES:

1. Serves as secretary to the Fire Commission; compiles and maintains records of proceedings of Commission meetings, and arranges for the distribution of same; prepares the agenda for Commission meetings and secures all required documentation for agenda items; supervises the preparation of correspondence for the Commission; prepares reports for the Commission as required; and insures that Commission-directed actions are executed promptly.

2. Represents the Fire Commission at Board of Supervisors' committee and other meetings; serves as spokesman for the Fire Commission; works closely with the Chief of the Fire Department and members of the department staff in implementing policies prescribed by the Commission.

3. As coordinator of the Fire Department budget, collects, reviews, and assembles raw data submitted by department subdivisions; prepares supporting documentation for budget item requests as needed; and serves as Commission representative at budget hearings.

4. As custodian of the Commission records, receives subpoenas for claims against the department; investigates all claims against the department; coordinates settlement actions with the office of the City Attorney and the Tax Collector; prepares appropriate claims reports for the Commission; and testifies in court in matters relating to claims against the department.

5. Serves as a member of the Fire Department's Vehicular Accident Review Board and secures pertinent information relating to accidents involving the department's vehicles.

6. Serves as liaison between the Commission and all departmental agencies involved in computerizing departmental procedures and assists in planning for expansion of data processing support.

(AMENDED)

CLASS TITLE: SECRETARY, FIRE COMMISSION

CODE: 1540

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a baccalaureate degree with major course work in Public Administration or law, or a related field.

Requires at least six years of progressively responsible administrative office management experience including two years in a supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of office management, personnel administration, and public relations techniques; requires working knowledge of accounting procedures and data processing methods.

Requires ability to: Plan, assign, and review the work of subordinate administrative personnel; learn, interpret and apply the often complex ordinances, laws, regulations and codes that are pertinent to the personnel and operations of the Fire Department.

Requires skill in: Administering assigned subordinate personnel; working effectively with uniformed members of the department, with other agencies of city government, and with the public; effective writing and speaking.

PROMOTIVE LINES: No normal lines of promotion; class is exempt from examination.

AMENDED: 5/31/72

CLASS TITLE: SECRETARY, LIBRARY COMMISSION

CODE: 1544

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for assisting the city librarian in directing the administrative affairs of the library department within the policies established by the library commission; plans, assigns and directs the activities of subordinate clerical, stenographic and financial personnel engaged in such work; serves as secretary to the library commission and its various committees; and performs related duties as required.

Requires responsibility for: interpreting, coordinating and carrying out existing policies and procedures relative to the administrative affairs of the library and its commission; making regular contacts with other departmental officials, outside organizations and agencies and the general public in connection with administrative functions and procedures of library and commission operations; preparing, checking and reviewing important and detailed operation, financial and similar records and reports reflecting library operations.

EXAMPLES OF DUTIES:

1. Assists in the preparation of the department annual budget and reviews expenditures of departmental funds.
2. Maintains and supervises the maintenance of proper accounting records of expenditures and receipts of library funds.
3. Inspects the physical condition of library facilities to determine the need for repairs, maintenance and improvements of such facilities; initiates action necessary to make improvements to library facilities.
4. Reviews and inspects the work of building maintenance and custodial personnel to assure adequate care and servicing of library facilities.
5. Records and transcribes the minutes of library commission meetings and the meetings of its various committees.
6. Serves as representative of the library department at a variety of business and social functions and before committees, groups and business organizations.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in business administration or a closely related field.

Requires at least six years of progressively responsible administrative and office management experience, including two years of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern administrative and office management techniques and procedures; the organization and functions of the library department and commission.

CLASS TITLE: SECRETARY, LIBRARY COMMISSION (continued) CODE: 1544

Requires considerable ability to: plan, assign and supervise the activities of subordinate clerical and fiscal personnel; exercise good judgment, tact and resourcefulness in dealing with the general public, outside organizations and city officials on departmental administrative matters; maintain a variety of complex records and prepare reports of library activities and operations.

PROMOTIVE LINES:

No normal lines of promotion - class exempt from examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: SECRETARY, COMMISSION ON THE AGING

CODE: 1546

CHARACTERISTICS OF THE CLASS:

Under general direction, serves as secretary to the Commission on the Aging and its subcommittees; performs responsible office and secretarial work in connection with the activities of the Commission; performs related duties as required.

Requires responsibility for carrying out policies, methods and procedures relating to the activities of the Commission on the Aging; making regular personal contacts with other governmental agencies, the general public and representatives of outside organizations having an interest in activities of the Commission on the Aging; preparing and maintaining important records of Commission proceedings, budgetary, operational and other records and reports as required.

EXAMPLES OF DUTIES:

1. Serves as secretary to the Commission on the Aging; prepares meeting agendas and records; transcribes and processes the minutes of Commission and committee meetings; arranges for hearings by the Commission; maintains records of Committee and Commission meetings and hearings; certifies all official commission documents and resolutions.
2. Maintains a variety of records relating to Commission business and the activities of other agencies as they may relate to the aging; prepares annual budget requests; researches and compiles a variety of fiscal and operational records and reports.
3. Answers questions regarding Commission policies, rules and regulations from the general public and other interested parties.
4. Prepares publicity and other information releases on Commission actions and activities.
5. Processes all personnel transactions involving Commission personnel.
6. Gathers materials and prepares basic draft of the departmental annual report.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in public or business administration or a closely related field.

Requires at least five years of responsible experience as an executive secretary or office manager or some equivalent combination of training and experience.

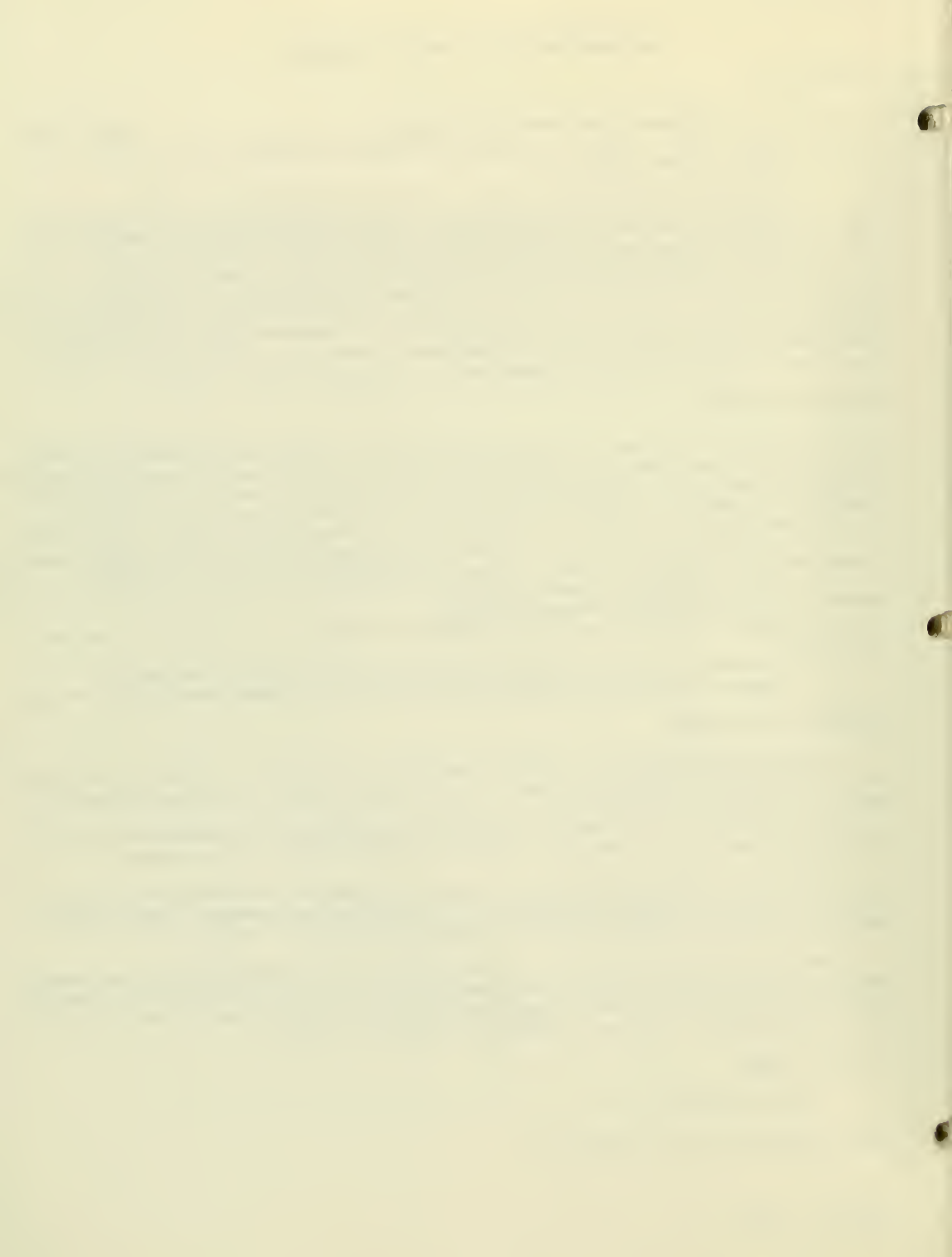
Knowledge, Abilities and Skills: Requires considerable knowledge of: Modern office organization, management and secretarial techniques and methods; federal, state and local policies and provisions for coping with problems of aging.

Requires considerable ability to: Meet with and deal effectively and courteously with other departmental officials, representatives of outside organizations and agencies and the general public; gather, prepare and maintain a wide variety of detailed and important departmental reports and Commission records and files.

PROMOTIVE LINES:

To : To be determined

From: Original entrance examination



**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

JOB CODE TITLE: SECRETARY, HUMAN SERVICES COMMISSION JOB CODE: 1548
Business Unit: COMMN

DEFINITION: Under general administrative direction, performs difficult and responsible office and secretarial work in connection with the activities of the Human Services Commission; serves as secretary to the Commission and its committees; and performs related duties as required.

DISTINGUISHING FEATURES: The incumbent in this exempt, single-position classification serves as secretary to the Human Services Commission and liaison between the Human Services Commission, the Department of Human Services and others.

SUPERVISION EXERCISED: None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Serves as secretary to the Human Services commission; prepares meeting agendas and records; transcribes and processes the minutes of commission and committee meetings; arranges for hearings by the commission; maintains records of committee and commission meetings and hearings; certifies all official commission documents and resolutions.
2. Maintains required indexes and files relating to the commission meetings and actions and activities of other agencies that may relate to or affect the commission; prepares and maintains operational, financial, and other records of commission activities.
3. Carries out the policies and procedures relative to the operation of the Human Services Commission office.
4. Makes regular contacts with other departmental personnel, outside organizations and agencies and the general public regarding the operation s of the commission office; answers questions regarding social or human service laws, rules and regulations from the general public and other interested parties.
5. Prepares speeches, publicity and other information releases on commission actions and activities.
6. Processes all personnel transactions involving commission personnel.
7. Gathers materials and prepares basic draft of the departmental annual report.
8. Performs related duties and responsibilities as assigned.

DESIRABLE JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: Modern office organization, management, and secretarial techniques and methods; existing laws, ordinances and codes applicable to the functions of the Human Services Department.

Skill and ability to: Meet with and deal effectively and courteously with other departmental officials, representatives of outside organizations and agencies and the general public; gather, prepare and maintain a wide variety of detailed and important departmental reports and commission records and files.

DOCUMENTS DEPT.

JAN 28 2000

SAN FRANCISCO
PUBLIC LIBRARY

JOB CODE TITLE: SECRETARY, HUMAN SERVICES COMMISSION

JOB CODE: 1548

Business Unit: COMMN

EXPERIENCE AND TRAINING GUIDELINES: *Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:*

Training: Baccalaureate degree from an accredited four-year college or university, with major course work in public administration or a closely related field.

Experience: Five years of progressively responsible clerical, secretarial and general office experience.

NOTE: This class is exempt from Civil Service appointment under Section 10.104 of the City Charter.

EFFECTIVE DATE: July 29, 1965

AMENDED DATE: January 14, 2000

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO JUVENILE PROBATION COMMISSION

CLASS TITLE: SECRETARY, JUVENILE PROBATION COMMISSION

CODE: 1549

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, performs difficult and responsible office and secretarial work in connection with the activities of the Juvenile Probation Commission; serves as secretary to the Commission and its committees; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position classification is distinguished from other administrative secretarial classifications by its responsibility for carrying out important and sensitive Juvenile Probation Commission business. The incumbent, serving as secretary to the Commission, makes regular contacts with persons of all levels in City government, outside agencies and organizations, and the general public, in relation to the operations of the Commission office.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Serves as secretary to the Juvenile Probation Commission; prepares meeting agendas and records; transcribes and processes the minutes of Commission and committee meetings; arranges for hearings by the Commission; maintains records of committee and Commission meetings and hearings; certifies all official Commission documents and resolutions.

2. Maintains required indexes and files relating to Commission meetings, actions and activities of other agencies as they may relate to or affect the Commission; gathers materials and prepares drafts of Commission reports as necessary.

3. Answers questions from the general public and other interested parties regarding juvenile welfare laws, rules and regulations.

4. Prepares publicity and other information releases on Commission actions and activities; coordinates public events for the Commission.

5. Collects, reviews, and assembles data submitted by department subdivisions relative to Commission matters; prepares supporting documentation for budget item requests as needed, in conjunction with the Chief Probation Officer.

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern administrative and office management techniques and procedures; the organization and functions of the Juvenile Probation Commission.

CLASS TITLE: SECRETARY, JUVENILE PROBATION COMMISSION

CODE: 1549

QUALIFICATIONS: (Cont.)

Requires considerable ability to: gather, prepare and maintain a wide variety of detailed and important departmental reports and Commission records and files; deal tactfully and effectively with other departmental officials, representatives of outside organizations and agencies and the general public;

Note: Position exempt from examination under the provisions of Charter section 3.669-2.

ADOPTED: 5-7-90

#4159c

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS) Class Spec. 8/21/72

DOCUMENTS

CLASS TITLE: EXECUTIVE ASSISTANT TO THE BOARD OF EDUCATION

OCT 2 1972

CODE: 1550

CHARACTERISTICS OF THE CLASS:

SAN FRANCISCO
PUBLIC LIBRARY

Under general administrative direction, plans and directs the work of the office of the Board of Education; assigns, supervises and reviews the work of clerical personnel; is responsible for the preparation of the agenda of the Board of Education and the maintenance of the minutes of board and committee meetings; performs a variety of responsible and confidential tasks at the direction of the board and performs related duties as required.

Requires responsibility for: Carrying out the policies and procedures relative to the operation of the office of the Board of Education; making important contacts with school district personnel, representatives of community groups, outside organizations and public and private agencies having interest in board activities; directing the preparation and maintenance of a wide variety of important and sometimes confidential records and reports dealing with board activities.

EXAMPLES OF DUTIES:

1. Acts as secretary to the Board of Education and plans, organizes and reviews the work of employees assigned to the board office; maintains custody of records and documents of Board of Education activities and performs a variety of confidential assignments for the board or its committees.
2. Maintains the minutes of the Board of Education and its standing and ad hoc committees; provides for the publication and issuance of minutes of meetings; notifies officers of the Board of Education regarding actions taken which pertain to their departments.
3. Investigates, at the direction of the board, contracts, awards and appropriations from various sources of funding; acts as liaison between the Board of Education and the Superintendent of Schools.
4. Advises and assists the Board and its committees by performing a variety of research tasks as directed; makes evaluations on such matters and recommends thereon to the board.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years college or university with a baccalaureate degree with major course work in public personnel, business administration, education or some closely related field.

Requires two years experience in an administrative capacity with duties involving office management, research or some closely related activity.

Knowledge, Abilities and Skills: Requires considerable knowledge of administrative and office management techniques; budgeting, accounting and research methods; the provisions of the California Education Code as well as other federal, state and local legal provisions affecting the operations of the Board of Education.

Requires the ability to manage an office staff; perform a variety of research and analytical tasks and prepare clear and concise reports thereon; deal effectively with the general public, press and representatives of outside agencies.

PROMOTIVE LINES:

To: To be determined
From: Original entrance examination

ADOPTED: August 21, 1972

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ADMINISTRATIVE SECRETARY,
HEALTH COMMISSION

CODE: 1551

CHARACTERISTICS OF THE CLASS:

Under general direction acts as Secretary to the Health Commission; provides administrative assistance to Health Commissioners; plans and directs the preparation of the Health Commission calendar and the recordation of official acts of the Commission; may direct and assign the functions of a clerical staff; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position class differs from the administrative-secretarial classifications by its responsibilities for carrying out important and sensitive Health Commission business and providing information to the public, governmental officials and the press concerning policies and actions of the Commission.

EXAMPLES OF DUTIES:

1. Supervises, prepares and distributes agenda, notices, minutes and resolutions of the Commission; maintains records of meetings, and official actions of the Commission; certifies all Commission documents and resolutions; prepares correspondence for members of the Commission.
2. Directs the preparation of and reviews and maintains important legal and technical reports and records; directs office staff in the preparation of reports, records, and agendas.
3. Confers with department and division heads to obtain, amplify, and clarify information needed to assist in preparing information for the Health Commission.
4. Provides information to the public, governmental officials and the press concerning policies and actions of the Commission; refers interpretive questions to the appropriate administrator.
5. Advises and assists the Commission and its members by performing a variety of research tasks as directed; makes evaluations on such matters and recommends thereon to the Commission.
6. Maintains liaison with the Commission members to facilitate the flow of information needed by them to carry out their functions.
7. Represents the Commission as directed.

DOCUMENTS DEPT.

MAR 13 1985

SAN FRANCISCO
PUBLIC LIBRARY

CLASS TITLE: ADMINISTRATIVE SECRETARY,
HEALTH COMMISSION

CODE: 1551

DESIRABLE QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in public, personnel or business administration or closely related fields. Requires six years of progressively responsible office and administrative experience. These requirements may be met by an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: administration; modern office methods and procedures; charter provisions, codes and ordinances pertaining to the Health Commission and its related activities.

Requires ability to: evaluate and edit reports and recommendations; prepare ordinances, resolutions, rules and procedures; plan and supervise the work of others; prepare reports and make recommendations; deal tactfully and effectively with the press, the general public, government officials, professional and technical persons and employees.

NOTE: Position exempt from examination under the provisions of Section 3.696 of the City Charter.

ADOPTED: 1-14-85

#0028b

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ADMINISTRATIVE SECRETARY, PUBLIC UTILITIES COMMISSION

CODE: 1554

CHARACTERISTICS OF THE CLASS:

Under general direction, acts as Secretary to the Public Utilities Commission, and administrative assistant to the General Manager, Public Utilities Commission; plans and directs the preparation of the Public Utilities Commission calendar and the recordation of official acts of the Commission; directs and assigns the functions of a clerical and stenographic staff; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position class differs from other administrative-secretarial classifications by its responsibilities for carrying out important and sensitive Public Utilities Commission business and for administratively assisting the General Manager, Public Utilities Commission.

EXAMPLES OF DUTIES:

1. Supervises, prepares and distributes agenda, notices, minutes and resolutions of the Commission; maintains records of meetings, and official actions of the Commission; certifies all Commission documents and resolutions; prepares correspondence for members of the Commission.
2. Directs the preparation of and reviews and maintains important legal and technical reports and records; directs office staff in the preparation of reports, records, and agendas.
3. Serves as an administrative assistant to the General Manager of Public Utilities; is responsible for coordinating the administrative services of the Municipal Railway, Water Department, and Hetch Hetchy Project, as well as the several bureaus under the jurisdiction of the Public Utilities Commission, to help insure efficiency and economy of the operation.
4. Analyzes department operations and makes recommendations thereon for the General Manager's consideration; reviews reports and recommendations of line management and staff bureaus regarding departmental operations and procedures; confers with department and bureau heads to obtain, amplify, and clarify information needed to assist the General Manager in preparing and making recommendations to the Public Utilities Commission.
5. Assists, at the direction of the General Manager, department and bureau heads in establishing improved methods of administration in the organization and operation of the departments and bureaus under their supervision.
6. Provides information to the public, governmental officials and the press concerning policies and actions of the Commission; refers interpretive questions to the appropriate administrator.
7. Maintains liaison with the Commission members to facilitate the flow of information needed by them to carry out their functions.
8. Represents the Commission or General Manager of Utilities as directed.

DESIRABLE QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in public, personnel or business administration or closely related fields. Requires six years of progressively responsible office and administrative experience. These requirements may be met by an equivalent combination of training and experience.

DESIRABLE QUALIFICATIONS: (Continued)

Knowledge, Abilities and Skills: Requires considerable knowledge of: administration; modern office methods and procedures; charter provisions, codes and ordinances pertaining to the Public Utilities Commission and its related activities.

Requires ability to: evaluate and edit reports and recommendations; prepare ordinances, resolutions, rules and procedures; plan and supervise the work of others; prepare reports and make recommendations; deal tactfully and effectively with the press, the general public, government officials, professional and technical persons and employees.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination under the provisions of Section 3.500(h) of the City Charter.

(Replaces class 1171 Secretary and Assistant General Manager, Administrative, PUC)

NEW CLASS

ADOPTED: 3-6-78

(Abolishes class 1171 Secretary & Assistant General Manager, Administrative, Public Utilities Commission)

SAN FRANCISCO DEPARTMENT OF HUMAN RESOURCES

CLASS TITLE: SECRETARY, BUILDING INSPECTION COMMISSION

CODE: 1555

DEFINITION:

Under general administrative direction, serves as the secretary to the Building Inspection Commission; maintains records of meetings, hearings and official actions of the Commission and certifies all official commission documents and resolutions; and transmits to the Commission communications and materials received from boards and other bodies. The incumbent in this classification assists in the development, coordination and execution of policy and procedures for the Building Inspection Commission and the Department of Building Inspection; explains and interprets policies, codes, rules and regulations; directs the preparation, review, approval and maintenance of important legal and technical reports and records for the Commission; and maintains effective working relationships with the general public, representatives of various organizations and groups, commissions and boards.

SUPERVISION EXERCISED: May exercise functional supervision over clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 7, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Prepares and supervises the distribution of agenda/notices, minutes, resolutions, ordinances and certified actions of the Building Inspection Commission.
2. Responds to queries from the general public, community groups and other government officials regarding the policies, procedures and actions of the Building Inspection Commission.
3. Conducts investigations and studies on organizational/reorganizational/administrative matters, prepares reports and makes recommendations to the Building Inspection Commission.
4. Keeps the Commission abreast of the activities of and transmits to the Commission communications from relevant boards and committees such as the Board of Examiners, Unreinforced Masonry Buildings Appeals Board, the Building Code Advisory Committee, and the Access Appeals Commission.
5. Advises the Commission of issues/concerns arising from city entities, professional and community groups affecting the Commission and/or Department of Building Inspection.
6. Researches and prepares correspondence on behalf of the members of the Building Inspection Commission as instructed by the Commission.
7. Represents the Building Inspection Commission, upon request, before the Mayor, the Board of Supervisors, the media, other City departments, Boards and Commissions and interested community groups.
8. Performs related duties and responsibilities as assigned.

CLASS TITLE: SECRETARY, BUILDING INSPECTION COMMISSION

CODE: 1555

DESIRABLE QUALIFICATIONS:

Knowledge of:

Robert's Rules of Order, Brown Act, Sunshine Ordinance, Municipal Codes (Building, Housing, Mechanical, Electrical and Plumbing) involving critical life, safety, and public welfare issues; public finance, budgeting and accounting in San Francisco; principles and practices of good administrative management, communication and information systems.

Ability to:

prepare agenda and minutes of the meeting; review and prepare ordinances, resolutions, rules, and procedures in consultation with the City Attorney; prepare, edit, analyze and/or evaluate reports and make recommendations prepare and respond to correspondence; plan and supervise the work of subordinate staff; communicate effectively, tactfully, and discreetly, both orally and in writing, with the general public, the media, other government officials and Building Inspection Commission and/or Department of Building Inspection employees.

EXPERIENCE AND TRAINING GUIDELINES: Any combination of experience and training that could provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

Experience: Five years of progressively responsible administrative experience in government or other comparable service. Experience working within a governmental or equivalent entity that regulates building and housing inspections, and the enforcement of the codes is desirable.

Training: A bachelor's degree in any discipline.

License or Certificate: None

Special Requirements: Essential duties may require the following physical skills and work environment: ability to work in a standard office environment.

Position exempt from examination under the provisions of Charter Section 3.750-3.

Effective: 11/24/95

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ADMINISTRATIVE SECRETARY, CITY PLANNING
COMMISSION

CODE: 1556

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, performs the duties of secretary to the city planning commission in maintaining records of meetings, hearings and official actions of the commission and certifying all official commission documents and resolutions; serves as assistant to the director of city planning in managing the administrative aspects of the operation of the department, including budget, financial, personnel and general administrative services; and performs related duties as required.

Requires major responsibility for: assisting in developing, coordinating and executing policy and methods of the city planning commission and director of planning; making continuing personal contacts with the press, the general public, representatives of organizations and groups, commissions and boards, requiring discussion, explanation and interpretation of policies, codes, rules and regulations; directing the preparation and approving, reviewing and maintaining important legal and technical reports and records.

EXAMPLES OF DUTIES:

1. Supervises and/or prepares and distributes agenda, notices, minutes and resolutions of the city planning commission; prepares correspondence for members of the commission; answers inquiries from the press, general public and government officials to explain the policies and actions of the commission.
2. Supervises timekeeping and payroll procedures, accounting activities, disbursement of funds, requisitioning, purchasing and inventory control of equipment and supplies; supervises the preparation of data for budget requests and prepares budget requests in accordance with policy.
3. Acts as personnel officer for the department; supervises the processing of personnel documents and records; develops performance standards, reports, and training programs.
4. Conducts investigations and studies on administrative matters and prepares reports and recommendations to the director.
5. Represents the commission and/or director before the board of supervisors, other city agencies, in the superior court, and before improvement clubs, civic organizations and planning groups.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in public, personnel or business administration or closely related fields.

Requires six years of progressively responsible office and administrative experience; or an equivalent combination of training and experience.

CLASS TITLE: ADMINISTRATIVE SECRETARY, CITY PLANNING
COMMISSION (continued)

CODE: 1556

Knowledge, Abilities and Skills: Requires considerable knowledge of: administrative and personnel management, public finance budgeting and accounting and statistical techniques and methods; modern office methods and procedures; charter provisions, codes and ordinances pertaining to city planning and its related activities.

Requires ability to: evaluate and edit reports and recommendations; prepare ordinances, resolutions, rules and procedures; plan and supervise the work of others; prepare reports and make recommendations; deal tactfully and effectively with the press, the general public, government officials, professional and technical persons and employees.

PROMOTIVE LINES:

No normal lines of promotion - class exempt from examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT DIRECTOR AND SECRETARY,
ART COMMISSION

CODE: 1560

CHARACTERISTICS OF THE CLASS:

Under administrative direction, serves as principal assistant to the Director of Cultural Affairs; performs responsible office and administrative work in connection with the operation and activities of the offices of the Art Commission; serves as Assistant Secretary to the Commission and may act for the Director in his absence; and performs related duties as required.

DISTINGUISHING FEATURES:

This position is primarily responsible for acting as secretary to the Art Commission and its committees as well as the administration of the Art Commission office. The Assistant Director and Secretary, Art Commission, is distinguished from other administrative secretarial positions in that the position has broad administrative responsibilities which require the incumbent to have expertise in arts administration or arts management.

EXAMPLES OF DUTIES:

1. Serves as secretary to the Art Commission and its committees; compiles and maintains records of proceedings of commission meetings and arranges for distribution of same; prepares the agenda for Art Commission meetings and secures all required documentation for agenda items; prepares correspondence and reports for the commission as required.
2. May represent the Art Commission in a variety of interdepartmental business meetings and social functions, working closely with the Director of Cultural Affairs in implementing policies prescribed by the commission.
3. Assists the Director in concert presentations; makes contact with artists, consults on programs and schedules orchestral rehearsals.
4. Maintains files, description and location of the art collection owned by the Art Commission on loan to public offices.
5. Assists in supervising administrative and financial affairs of the Neighborhood Arts Program, Street Artists Program and the employment of artists for the enrichment of public buildings.
6. Acts as finance officer to the Art Commission; assists in the preparation of the department's annual budget; reviews all requests for funds and expenditures; prepares contractual agreements for the artists and requisitions for supplies and services.
7. Provides information to the public on exhibits, performances and other affairs taking place under the auspices of the Art Commission.
8. Directs all clerical personnel; supervises the processing of personnel documents and records.
9. Acts for the Cultural Affairs Director in his absence.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of a four year college or university with a baccalaureate degree, preferably with major course work in arts administration or arts management.

Requires at least four years of progressively responsible experience in the fields of communication and/or arts, including two years of responsible supervisory experience; or an equivalent combination of training and experience.

CLASS TITLE: ASSISTANT DIRECTOR AND SECRETARY,
ART COMMISSION

CODE: 1560

MINIMUM QUALIFICATIONS: (contd)

Knowledge, Abilities and Skills: Requires knowledge of: The performing and visual arts; administration and office management; the planning, organization, and presentation of a broad variety of arts programs; negotiations with artists, box office procedures, public relations and advertising in relation thereto.

Adopted: 12/16/74

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT DIRECTOR, ART COMMISSION

CODE: 1565

CHARACTERISTICS OF THE CLASS:

Under administrative direction, serves as principal assistant to the Director of Cultural Affairs and may act for the Director in his absence, performs responsible administrative work in connection with the activities of the Art Commission and the operation of its office; in conjunction with the Director, recommends programming and policy to the Commission; serves as administrative secretary to the Commission; and performs related duties as required.

DISTINGUISHING FEATURES:

This position is primarily responsible for assisting the Director of Cultural Affairs in the implementation of the Art Commission's policy and programs. The Assistant Director, Art Commission is distinguished from other positions in that this position has broad business management responsibilities overseeing a variety of cultural programs.

EXAMPLES OF DUTIES:

1. Prepares, maintains or reviews all financial and operating records of the Commission including budget and accounting documents, personnel records, personal services contracts and purchase orders.
2. Supervises the operation of Art Commission programs such as the Neighborhood Arts Program, and the Street Artist program by means of fiscal review; supervises the Commission's clerical staff.
3. Supervises the management of community facilities which house Commission programs; negotiates leases for the use of property and facilities as required.
4. Supervises the negotiation with concerned City departments of all contracts for Art Adornment of public buildings pursuant to relevant Charter and Administrative Code provisions.
5. Serves as secretary to the Art Commission and its committees; prepares agendas and related documents and arranges for distribution of same; prepares correspondence and reports for the Commission and its committees.
6. Negotiates personal service contracts related to the annual "Pops" concerts, Art Festival and other projects of the Commission.
7. Works closely with the office of the City Attorney on the preparation and review of contracts, leases and licensing regulations required for activities of the Art Commission.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of a four year college or university baccalaureate degree, preferably with major course work in arts administration or arts management.

Requires two years of progressively responsible experience in arts administration in the public or private sector, including at least one year of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of the performing and visual arts and their administration; municipal government; the financial and programmatic aspects related to the planning, organization and presentation of a broad variety of arts programs; supervision and management practices.

CLASS TITLE: ASSISTANT DIRECTOR, ART COMMISSION

CODE: 1565

MINIMUM QUALIFICATIONS: (Cont.)

Requires the ability to: work effectively with Commission members and employees, representatives of City departments, artists and their agents, and members of the general public; prepare and maintain a variety of records; make effective written and oral presentations.

Requires skill in: budget preparation and administration; contract and lease negotiation; and the resolution of administrative and management problems.

NEW CLASS

ADOPTED: 11-6-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EXECUTIVE SECRETARY TO THE BOARD OF
PERMIT APPEALS

CODE: 1570

CHARACTERISTICS OF THE CLASS:

Subject to top management approval, acts as secretary and executive officer in handling all the affairs and activities of the board of permit appeals; and performs related duties as required.

Requires major responsibility for: developing, coordinating and executing policy and methods of the board; making regular contacts involving meeting and dealing with responsible officials and persons and explaining and interpreting legal rights, appeal procedures and policies; requires over-all supervisory responsibility for the preparation, review and maintenance of important legal records and reports of the board.

EXAMPLES OF DUTIES:

1. Prepares and supervises the preparation of the minutes and calendar of the board of permit appeals; executes forms and documents and transmits communications in accordance with board actions.
2. Does legal research; studies interpretations of codes and laws involved in appeal matters and advises the board accordingly; makes investigations on appeal matters and reports to the board on findings; prepares and issues notice of decision or order to appellants and departments of the city government.
3. Maintains records of proceedings; receives, answers and files correspondence of the board; prepares calendar and notifies persons concerned; prepares ordinances, resolutions and reports as directed by the board.
4. Advises the general public with regard to their rights in filing notices of appeal, appeal procedures and policy.
5. Receives filing fees and deposits with the treasurer; prepares and submits annual budget and financial statement; represents board of permit appeals at board of supervisor hearings.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in business administration, law, economics, public administration or political science.

Knowledge, Abilities and Skills: Requires considerable knowledge of: codes, ordinances, charter, and other legal provisions relating to the board of permit appeals; principles of administration and office management; public relations, court procedures and inter-relationships of city departments and activities.

CLASS TITLE: EXECUTIVE SECRETARY TO THE BOARD OF
PERMIT APPEALS (continued)

CODE: 1570

Requires ability to: plan, organize and direct the activities of a small specialized activity; perform investigations and gather facts; establish and maintain effective working relations with department heads, representatives of business and industry, professional groups and the general public; prepare reports and maintain important legal records.

PROMOTIVE LINES:

No normal lines of promotion - class exempt from examination.

CLASS TITLE: EXECUTIVE SECRETARY TO THE CONTROLLER

CODE: 1574

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for supervising the administrative detail of the controller's office; assigns, supervises and reviews the work of subordinate secretarial and office clerical personnel; and performs related duties as required.

Requires responsibility for: interpreting, carrying out and enforcing existing methods and procedures relative to the operations of the controller's administrative office; making regular contacts with other departmental personnel, the general public and outside organizations and their representatives in connection with the clerical and administrative functions of the controller's office; requires over-all supervisory responsibility for the preparation and maintenance of files, records and reports relative to the administrative functions of the controller's office.

MINIMUM QUALIFICATIONS:

1. Acts as executive secretary to the controller; receives and screens callers and maintains appointment calendar.
2. Is responsible for requisitioning, allocating and distributing material, supplies and equipment and contractual services for the controller's office.
3. Is responsible for supervising the maintenance of office personnel records and insurance and surety bonds on city and county officers and employees.
4. Maintains the registration of claims for damages against the city and county and processes and supervises the processing of related documents and papers.
5. Prepares a variety of correspondence related to administrative office operations.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of business college training and five years of responsible secretarial, clerical and administrative office experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern office operations, techniques and procedures and the use of common office appliances; policies, procedures and operations of the controller's office; the laws, rules and regulations applicable to the operations of the administrative office of the controller.

Requires ability to: plan, assign, supervise and review the work of clerical personnel; maintain a wide variety of office records and files and prepare reports on office operations.

PROMOTIVE LINES:

No normal lines of promotion - class exempt from examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

(Abolishes 1570 Executive Secretary
to the Board of Permit Appeals)

CLASS TITLE: EXECUTIVE DIRECTOR, BOARD OF PERMIT APPEALS

CODE: 1575

CHARACTERISTICS OF THE CLASS:

Subject to the approval of the Board, performs a variety of technical duties involving matters before the Board; performs research on the provisions and application of building, planning, zoning, fire codes and other laws relating to matters under appeal; prepares findings for actions of the Board; advises citizens on technical aspects of Board actions; may advise Board regarding application of laws and ordinances on matters before them; prepares Board agenda and administers all Board activities; and performs related duties as required.

Requires major responsibility for: Developing, coordinating and executing methods and procedures necessary to carry out the functions of the Board of Permit Appeals; making regular, continuing contacts with persons of all levels in City government, outside agencies and organizations as well as the general public; explaining and interpreting legal rights, appeal procedures, laws, ordinances, plans, specifications and policies; supervising and preparing a wide range of investigations, surveys, reports and other memoranda; the maintenance of financial, technical and confidential records and reports.

EXAMPLES OF DUTIES:

1. Makes individual inspections of properties involved in appeals from Department of Public Works, City Planning, Health Department, Police and Fire Department.
2. Prepares required findings based on testimony, exhibits and matters of law in the substantiation of the Board's rulings.
3. Reviews and interprets departmental rules, building code regulations, zoning ordinances and charter provisions to contractors, architects, engineers, property owners and the general public.
4. Reviews technical and specialized zoning, building, construction, engineering, police fire records and plans and draws conclusions upon which policy decisions are formulated by the Board of Permit Appeals.
5. Prepares and supervises the preparation of the minutes and calendar of the Board of Permit Appeals; executes forms and documents and transmits communications in accordance with Board actions.
6. Does legal research; studies interpretations of codes and laws involved in appeal matters and advises the Board accordingly; makes investigations on appeal matters and reports to the Board on findings; prepares and issues notice of decision or order to appellants and departments of the City government.
7. Maintains records of proceedings; receives, answers and files correspondence of the Board; prepares calendar and notifies persons concerned; prepares ordinances, resolutions and reports as directed by the Board.
8. Advises the general public with regard to their rights in filing notices of appeal, appeal procedures and policy.
9. Receives filing fees and deposits with the treasurer; prepares and submits annual budget and financial statement; represents Board of Permit Appeals at Board of Supervisors hearings.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, with major course work in business administration, law, economics, public administration or political science, supplemented by either two years of experience in a position involving the application of laws

CLASS TITLE: EXECUTIVE DIRECTOR, BOARD OF PERMIT APPEALS

CODE: 1575

MINIMUM QUALIFICATIONS:

Training and Experience: (contd)

and ordinances relating to real estate, building, planning or other regulatory laws, or by two years of graduate study in a recognized school of law.

Knowledge, Abilities and Skills: Requires considerable knowledge of: Codes, ordinances, charter and other legal provisions relating to the Board of Permit Appeals; principles of administration and office management; public relations, court procedures and inter-relationships of City departments and activities.

PROMOTIVE LINES: No normal lines of promotion

ADOPTED: 10/5/70

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EXECUTIVE SECRETARY TO THE MAYOR

CODE: 1578

CHARACTERISTICS OF THE CLASS:

Subject to executive approval, serves as chief assistant to the mayor in carrying out the executive and administrative duties of the mayor's office; performs highly responsible and sensitive administrative duties and public relations work in connection therewith; and performs related duties as required.

Requires major responsibility for: executing and coordinating administrative policies and procedures affecting a wide variety of city operations and departments; making continuing contacts with administrative officials, representatives of groups and all levels of public officials and private citizens in handling difficult negotiations on sensitive situations. Requires over-all responsibility for preparing, reviewing, approving and supervising the maintenance of administrative records and reports relative to the operations of the mayor's office and chief executive's office.

EXAMPLES OF DUTIES:

1. Serves as official representative of the mayor at public meetings and various social and business functions.
2. Assists in maintaining contacts with all municipal departments and outside governmental agencies in connection with office operations and public relations responsibilities of the mayor's office.
3. Plans, assigns and directs the activities of subordinate administrative, clerical and office personnel in the mayor's office.
4. Directs all publicity and public relations activities of the mayor's office.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in public relations, public administration or closely related fields.

Requires ten years of administrative and executive experience in governmental operations and public relations work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: municipal operations, laws, policies and regulations particularly as they apply to the operations of the chief executive's office; public relations techniques and methods and their application to extensive and varied public relations problems; modern office management and administrative methods and procedures.

Requires unusual ability to: carry out a wide variety of public relations activities and exercise a high degree of tact, diplomacy and understanding in handling public relations and administrative matters of the mayor's office; speak effectively before public meetings and various civic groups and organizations; plan, assign and direct highly diversified administrative, clerical and office operations.

PROMOTIVE LINES: No normal lines of promotion - class exempt from examination.



